



STUDENT HANDBOOK

**Australian Academy of Higher Learning Pty Ltd trading as Technical Institute Of Victoria
Melbourne Campus: Level 1, 252 Lygon Street Carlton, Victoria – 3053**

Commercial Kitchen Location- 3 Miller Street , Prahran, VIC 3181
Unit-1, 578 Plummer street, Port Melbourne Vic 3207
Farm Location (Horticulture): 60 Curry Road Kilmore VIC 3764

Launceston Campus (Tasmania 7250): 50 Glen Dhu St, SOUTH LAUNCESTON, TAS, 7249
Farm Location (Horticulture): 1158 Bridgenorth Road, Bridgenorth Tasmania 7277

Ph.: 03 9639 3525

RTO: 21994
CRICOS: 02924F

Email: info@techinstitute.vic.edu.au

The Student Handbook is a detailed informative guide to help students and their families to gain a clear insight into the courses delivered at Technical institute of Victoria and to assist with making our student's time in Australia a truly memorable experience.

About Technical Institute of Victoria

Technical Institute of Victoria is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia.

Technical Institute of Victoria aims to support students to achieve their lifelong educational and career goals by offering a range of vocational courses, all of which are accredited by the Australian Government. The institute is committed to providing practical approaches to deliver quality education to International students.

TIV has structured its programs based on classroom-based face to face learning and hands-on practical experience, practical demonstration, work-based training where students will develop knowledge and skills in realistic environment conditions.

By focusing on both theoretical and practical knowledge, Technical Institute of Victoria endeavours to bridge the knowledge gap between students and industry requirements. Committed to an outstanding study experience, institute's highly competent and passionate staff will make each student's educational experience a unique one.

Technical Institute of Victoria offers Horticulture and Hospitality courses.

Welcome to Technical Institute Of Victoria (TIV)

From the Chief Executive Officer

Thank you for considering the Technical Institute Of Victoria (TIV) for your educational study journey in Australia.

We endeavour to make your stay in Australia productive and enjoyable. At TIV, we believe that offering a high-quality education course is paramount to boosting your career opportunities and future plans. We would like the opportunity to welcome you into the Australian lifestyle and enable you to gain the most from your experience and interactions with our culture and way of living.

TIV aims to support students to achieve their lifelong educational and career goals by offering a range of vocational courses, all of which are accredited by the Australian Government.

The institute is committed to providing theoretical and practical approaches to deliver quality education to International students. By focusing on both theoretical and practical knowledge, TIV endeavours to bridge the knowledge gap between students and industry requirements.

Committed to an outstanding study experience, TIV's highly competent and passionate staff will make each student's educational experience a unique one.

We look forward to welcoming you to our vibrant and diverse community within Technical institute of Victoria and the broader Australian environment.

Phillip Hyde
CEO

Our vision is to offer courses that meet the expectations of students in line with flexibility of study, work focused material and assessment and reasonable cost.

Our Mission

We encourage our students to pursue meaningful study that will foster a strong contribution to their community within Australia and their home countries and to build a foundation for lifelong learning. We encourage free and open thinking, critical evaluation of knowledge and information and balanced opinion and conclusion.

International student training is governed by the ESOS Act. Details:

<https://www.legislation.gov.au/Details/C2020C00039>

Objectives

People-We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.

Safety equality- We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training & assessment environment.

Integrity ethics- We conduct ourselves in accordance with the shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

Quality committed-We aspire to deliver consistent, high quality services and apply them. Quality systems which support training and assessment excellence.

Student Focused-We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time by providing high quality training and assessment experiences.

Industry Engagement-We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on the industry needs and expectations.

Australia

Australia is an ethnic melting pot. It is a country known for its world -famous natural wonders, diverse landscapes and a vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.

There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA, but has a population of approximately only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

Living in Australia

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. TIV takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slangs, and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country, however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.). International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (refer to student visa obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets.

Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented.

Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines.

Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, the visitor must carry a translation with the permit. An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

For example, as per the new regulations, in state Victoria (includes Melbourne), International students can use their overseas licence for the first six months of living in Victoria (after that, students will need Victorian licence instead).

Taxis

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

Uber

Uber services are also available at the airport and there is a designated pick up place available outside the airport for Uber customers.

Telephones and Wi-Fi connections

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.

Internet data: Free Wi-Fi, non-connections (paid) are available at majority of the places in and around Melbourne.

For example-Airport, few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls, video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students. Lowest pre-paid Sims and plan costs around 12\$-15\$. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plans with less internet and overseas calling minutes.

However, there are many providers like Vodafone which give student discounts.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on living in Australia, costs, visit www.studyinaustralia.gov.au.

Travel

During the term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.

Credit Cards

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

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 coins and the gold-coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. There are different types of home stay arrangements:

Cost: \$235 to \$325 per week

Full Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some home stay providers may even do your laundry.

Cost: A\$110.00 - A\$270.00 per week

Half Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$ 80.00 - A\$ 100.00 per week

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a “lease” to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month’s rent, to cover any damage you may do to the premises).

You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$185.00 - A\$440.00 per week (unfurnished)

Useful internet sites for student housing are:

<https://homestaydirect.com.au/>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

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

Useful rental accommodation websites are:

www.realestate.com.au

www.domain.com.au

www.realestateview.com.au

Living in Melbourne

Melbourne

Melbourne is the capital city of Victoria with a population of over 4 million people. It is Australia's second largest city. The city offers wonderful experiences, a great climate, friendly people and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.



One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. "Melbourne has been crowned the world's second most liveable city in the world by Economist Intelligence Unit's Global Liveability Survey 2018. "

Climate

Melbourne has a temperate climate with four distinct seasons:

- **Winter (June - August)** Temperatures range from 10-15°C
- **Spring (September - November)** Temperatures range from 17-22°C
- **Summer (December - February)** Temperatures can rise above 35°C
- **Autumn (March - May)** Temperatures range from 17-24°C

Events and Entertainment

Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open, the Spring Racing Carnival, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and the Melbourne Fringe Festival, Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade. Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Study

Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is considered Australia's premier university and education city and an ideal place to study.

Transport

Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe, and are available 24 hours a day.

Useful Websites

www.ptv.vic.gov.au

www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au

<https://www.homeaffairs.gov.au/>

Services and Facilities

Technical Institute of Victoria is committed to the success of its international students. The institute offers a wide range of support services for students throughout their studies at TIV.

Cost of Living

Australia provides good quality and affordable accommodation options. Students will need \$21,041 per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing and books.

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$95 to \$215 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$185 to \$440 per week

Other living expenses

- **Groceries and eating out** - \$140 to \$280 per week
- **Gas, electricity** - \$10 to \$20 per week
- **Phone and Internet** - \$15 to \$30 per week
- **Public transport** - \$30 to \$60 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

Student Banking

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

Commonwealth Bank of Australia

<https://www.commbank.com.au/personal/can/moving-to-australia.html>

Westpac Bank <http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/>

ANZ Bank

<http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/>

National Australia Bank (NAB)

<https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia>

Further information may be sourced at 'Studies in Australia':

<http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia>

Education and Childcare

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

- <https://www.studyinaustralia.gov.au/>
- Find an Early Childhood Service or School:
<http://www.education.vic.gov.au/findaservice/home.aspx>



Living in LAUNCESTON (Tasmania),

Launceston has a population of around 100,000, so it is a regional city. I think it's greatest advantage is that if you want a rural lifestyle you can have it and still be within 15-20 minutes of the city centre if you choose. Of course you can go even further afield if proximity to the city is not as important on a regular basis. Alternatively, a city or suburban lifestyle means you are always close to everything in Launceston as it is pretty compact.

The second biggest city in the state, Launceston, or 'Lonnie' as it is known to the locals, has heaps to offer any student. Its food and wine scene rivals that of its southern sister, Hobart, and its arts scene and museums have undergone recent revitalisation program bringing new life to the area.



Bike paths make the city and the surrounding region popular with cyclists and the river and its environs attract rowers, yachties, runners and picnickers.

Cataract Gorge is one of the most popular local attractions, only a short stroll from the city centre it offers visitors bushland, cliffs, an outdoor pool, a river and the world's longest single span chair lift. And of course peacocks and native wildlife!

Climate:-

WEATHER BY MONTH // WEATHER AVERAGES LAUNCESTON:

	January	February	March	April	May	June	July	August	September	October	November	December
Avg. Temperature °C (°F)	16.9 °C (62.5) °F	16.6 °C (61.9) °F	14.8 °C (58.6) °F	11.6 °C (52.8) °F	8.9 °C (48.1) °F	7 °C (44.6) °F	6.5 °C (43.6) °F	7.1 °C (44.7) °F	8.7 °C (47.6) °F	10.6 °C (51.1) °F	13.2 °C (55.7) °F	15.1 °C (59.1) °F
Min. Temperature °C (°F)	11.6 °C (52.9) °F	11.7 °C (53.1) °F	10.1 °C (50.1) °F	7.4 °C (45.3) °F	5.4 °C (41.6) °F	3.7 °C (38.6) °F	3.1 °C (37.5) °F	3.4 °C (38.1) °F	4.5 °C (40.1) °F	5.9 °C (42.7) °F	8.3 °C (47) °F	9.9 °C (49.9) °F
Max. Temperature °C (°F)	22.6 °C (72.7) °F	22 °C (71.6) °F	20.1 °C (68.2) °F	16.4 °C (61.5) °F	13.2 °C (55.8) °F	11 °C (51.8) °F	10.5 °C (50.9) °F	11.4 °C (52.5) °F	13.3 °C (56) °F	15.6 °C (60) °F	18.3 °C (64.9) °F	20.4 °C (68.7) °F
Precipitation / Rainfall mm (in)	54 (2.1)	49 (1.9)	49 (1.9)	53 (2.1)	62 (2.4)	65 (2.6)	81 (3.2)	86 (3.4)	80 (3.1)	67 (2.6)	64 (2.5)	60 (2.4)
Humidity(%)	63%	68%	71%	77%	83%	88%	86%	84%	79%	74%	71%	66%
Rainy days (d)	5	5	5	5	6	7	8	8	9	8	8	6
avg. Sun hours (hours)	9.6	8.0	6.9	5.6	4.9	4.3	4.4	4.9	5.9	7.0	7.9	9.2

The difference in precipitation between the driest month and the wettest month is 37 mm | 1 inch. The variation in temperatures throughout the year is 10.5 °C | 18.9 °F.

The month with the highest relative humidity is June (87.52 %). The month with the lowest relative humidity is January (63.21 %).

The month with the highest number of rainy days is September (11.57 days). The month with the lowest number of rainy days is January (6.90 days).

Launceston are in the southern hemisphere.

Summer starts here at the end of January and ends in December. There are the months of summer: December, January, February, March.

Events and Entertainment

For more information please visit:

<https://www.launceston.tas.gov.au/Events>

<https://www.eventbrite.com.au/d/australia--launceston/events/>

<https://www.headsuplaunceston.com/whats-on-launceston/upcoming-events/>

Most recommended things to do in Launceston



Launceston: Tamar Valley Wine Tour with Lunch:

Taste around 25 wines at four wine cellars and enjoy a tasty lunch on a winery tour of the Tamar Valley in Tasmania.

Meet your guide at your hotel and climb aboard the air-conditioned vehicle to head straight to your first vineyard in the Tamar Valley. Learn about the world-class cool-climate wines produced in the region. Discover the history of the wines of Tasmania and the grape varieties nurtured in the

vineyards. Enjoy a generous lunch with a glass of wine at one of the stops. As you visit the four wineries, hear stories from your experienced wine tour guide and passionate cellar door staff, some of whom are winemakers. Get some wine tasting tips and receive wine recommendations. Judge the wines you taste. Enjoy opportunities to purchase wines and ship them home or join wine clubs. After the tour ends, you will be safely transported back to your accommodation in Launceston.



Launceston: 4-Hour Batman Bridge Luncheon Cruise

Cruise into the magical Cataract Gorge and through Launceston's riverfront precinct, heading north past Tamar Island, historical buildings, churches, pubs, and significant homesteads. You can sample the rich diversity of life as you cruise past quaint riverfront communities, vineyards and farms, to the notable Batman Bridge. Tamer Valley is steeped with romance and studded with tales of bushrangers, explorers, and gold diggers. Australia's longest

navigable estuarine river, it has many natural coves and protected inlets that provide a sanctuary for thousands of native water birds that can only be seen on the river. All cruises depart from and return to Home Point Cruise Terminal, which is a taxi ride only 5 minutes from most CBD accommodations. Home Point is a pleasant 15 minute walk from the city center, and guests are kindly asked to be at the cruise terminal 30 minutes prior to depa...

It was very scenic. The Captain was knowledgeable and fun. Food, cheese and wine delicious. Hostess friendly and effecciend

Reviewed by jenny, 5/4/2021



Launceston: 50-Minute Cataract Gorge Cruise

After departing from the terminal, you will cruise past the historical Kings Wharf, Seaport, and Launceston's delightful riverfront precinct. The highlight of the experience is then cruising into Launceston's spectacular Cataract Gorge, as you engage the Lady Launceston's unique silent electric drive function. You can view the sheer cliffs from your comfortable seating, appreciate the unobstructed views on the multi-award winning 1890's style vessel. Whilst aboard the Lady Launceston, you can also enjoy the skipper's

captivating commentary which surrounds the history and folklore of this fascinating area.

Alistair was incredibly engaging, knowledgeable about all our locations and provided some interesting insights into the history of Launceston, it's rivers and surrounding areas. My only complaint was that we couldn't spend more time with him. Thank you for a fantastic day!



Cradle Mountain: Day Trip from Launceston with Lunch

Benefit from pickup at your hotel in Launceston, and travel in comfort to Cradle Mountain National Park. Take a 15-minute scenic tour through Sheffield to see some of the highlights of the Town of Murals along the way. Journey along the Great Western Tiers of the Central Highlands to arrive at Cradle

Mountain Visitor Center. Get a short break before entering the national park to drive to Dove Lake. Embark on a guided nature walk through the rainforest and pass quartzite beaches. Discover the remnants of the last Ice Age at Glacier Rock. Then depart for Waldheim Chalet to enjoy a delicious lunch of fresh rolls, wraps, salad fillings, cheeses, and local meats. Get shown around the first accommodation to open in the national park before a short forest walk, time permitting. Make your way back to Launceston, stopping at the Ashgrove Cheese Farm to taste an amazing array of cheeses and othe...

They didn't cancel the trip even though I was the only one in it. So I get to have the entire bus for myself and no delays. And got to do side trips that made it more special



Hobart to Launceston 3-Day Tasmania Tour

See the highlights of Tasmania in just 3 days at some of the island's most scenic locations. Learn the history of Port Arthur, feed Tasmanian Devils, and get panoramic views from Wineglass Bay Lookout. Go for nature walks in the ancient forests of Cradle Mountain National Park, and more. **Day 1: Hobart – Port Arthur – Tasmanian Devils Conservation Park – Hobart** Travel to Waterfall

Bay to take a stunning cliff walk in Tasman National Park. Visit the Pirate's Bay Lookout to see the stunning rock formations of Tasman Arch and Devils Kitchen. Visit the Tasmanian Devils Conservation Park to walk with the wallabies and feed Tasmania's most famous creature. Take a tour of the Port Arthur penal colony and learn the story of transportation to Australia. Visit the historic village of Richmond before spending the night in Hobart. **Day 2: Hobart – Wineglass Bay – Freycinet ...**

Guides were friendly and very knowledgeable. They made our journey a lot of fun and a very interesting and beautiful experience. High recommend to anyone wishing to see Tasmania with a guide.



Launceston: 2.5-Hour Morning or Afternoon Discovery Cruise

Cruise into the magical Cataract Gorge and through Launceston's riverfront precinct. You will head north past Tamar Island, observing historical buildings such as the St. Mathias Church and the Rosevears Pub. Throughout your tour, you will enjoy morning tea, a fresh fruit selection, local wine, and a beer tasting. You will experience a relaxed variety of life as you cruise past charming riverfront communities, vineyards

and farms, and onward to the historical Rosevears and Windemere districts. This fascinating collection of history, fauna, and people at work, rest, and play makes an absorbing narrative which will touch, intrigue and inspire. This tour will provide you with the best vantage point to view the Tamar Valley. At the conclusion of your scenic and relaxing cruise, you will be returned to your point of origin.

An enjoyable and informative cruise along the beautiful

Study

<https://www.studiesinaustralia.com/studying-in-australia/where-to-study-in-australia/study-in-tasmania>

Roads and Transport

<https://www.metrotas.com.au/timetables/launceston-network-2020/>

Why Study at TIV?

Better Career Outcomes

TIV's government accredited and internationally recognised courses will help you achieve your career goals.

*TIV does not guarantee any job or employment outcomes.

Experienced Staff

TIV employs experienced, industry- aware training staff who are committed to promote a culture of learning, achievement and ambition. The training staff also works actively in the fields they train, are aware of changes in market forces across all industries and are quick to reflect such development in their classes.

VET Qualification

Vocational Educational and Training is a distinctive style of learning. It trains practical, trade relevant skills that are highly prized by employers. Assessment is based on achieving competency levels. Adheres to the Standards for NVR Registered Training Organisation.

1. TIV provides quality training and assessment across all of its operations.
2. TIV adheres to principles of access antiquity to maximise outcomes for clients.
3. Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which TIV operates.

Student Service Focus

Staff at TIV understands the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them to feel at home. We regularly consult with students to gather feedback on their experience at TIV and continuously develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.

Registration

TIV is a registered Training Organisation (RTO) under the national regulator for Australia's vocational education and training sector, ASQA (The Australian skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met. TIV meets all the requirements for registration and adheres to the VET Quality Framework that comprises the Standards for NVR Registered Training and the Australian Qualification Framework (AQF). These standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. TIV is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students.

ESOS, National Code and CRICOS

Australia has a reputation of a safe, progressive and dynamic place to study, and we maintain the reputation by providing quality education to overseas students. The Education Services for overseas Students (ESOS) act 2000 and associated legislation such as the National Code 2018 is the legal framework governing the responsibility of education institutions towards overseas students. The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

Pathways

Graduates of TIV may seek credits to the relevant degree programs in Australian universities. TIV has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Enrolment Information

This Students Handbook has been developed in order to provide prospective students with important and detailed information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, admission procedures at TIV, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at TIV.

Students must read this Handbook carefully in full before making an application. Students are encouraged to contact TIV and talk to one of our friendly, informed staff members if they are unsure about any information included in this handbook or have any questions.

Students must complete the student's application form and Pre-Training Review form (provided along with the application form) and send the completed forms along with all the relevant documents and the Application fee to TIV. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website .

TIV will assess learner's needs by conducting Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill up the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR interview to verify the answers provided by the students. TIV may also verify evidence provided by you of your IELTS /equivalent test score and secondary school certificate.

TIV will issue Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the written student's agreement. TIV will not accept any course fees without a signed student agreement.

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at TIV are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted by using an ACSF mapped online LLN assessment tool - LLN Robot.

Students for each course will be selected in a manner that reflects TIV's access and equity principles. Completion of the student's application form does not imply that TIV will make an offer to you. You will also be notified if you do not meet the entry requirements.

Once the completed written students' agreement and the fee is received (and cleared by the bank) TIV will issue a confirmation of Enrolment (COE) with a condition that you must take LLN test before the course commencement. This will allow you to apply for your Australian student's visa.

Courses Offered

Course Code And Name	CRICOS Course Code	Duration (Weeks) Including holiday breaks)	Total tuition fee (AUD)	Total material fee	Total Course Fee	Course Location	Application Fees
AHC40320 Certificate IV in Production Horticulture	104840F	52	\$AU 10,000	\$AU 1800	\$AU 12,000	Melbourne Launceston	\$AU 200
AHC50320 Diploma of Production Horticulture	104842D	60	\$AU 12,000	\$AU 2050	\$AU 14,250	Melbourne Launceston	\$AU 200
SIT30816 Certificate III in Commercial Cookery	098369A	52	\$AU 10,000	\$AU 800	\$AU 11,000	Melbourne	\$AU 200
SIT40516 Certificate IV in Commercial Cookery	098370G	78	\$AU 15,000	\$AU 800	\$AU 16,000	Melbourne	\$AU 200
SIT50416 Diploma of Hospitality Management	091040E	78	\$AU 15,000	\$AU 800	\$AU 16,000	Melbourne	\$AU 200
SIT60316- Advanced Diploma of Hospitality Management	103516D	104	\$AU 23,800	\$AU 1000	\$AU 25,000	Melbourne	\$AU 200

Delivery Mode: Classroom based Face to Face and Practical training in TIV's commercial kitchen for Hospitality courses, and for Horticulture courses the practical sessions are delivered at the TIV's Farm.

Work Based Training- Commercial Cookery and Hospitality Courses

Students are required to complete specified hours of Work Based Training and it will be completed in workplace commercial kitchen. An induction for WBT students would be conducted at institute and workplace induction will be conducted at workplace before commencement of WBT.

Material Fees (Commercial Cookery/Hospitality Courses) will include printed reading materials, handouts, Assessment materials, and kitchen kit which includes chef dress, safety boots and knife kit.

Material Fees (Horticulture Courses) will include printed reading materials, handouts, Assessment materials and farm wear, safety boots and farm material.

Please Note: Students are required to attend a minimum 20 scheduled course contact hours per week.

For Further details please refer to individual course-pre - enrolment information on website www.techinstitute.vic.edu.au

Third Party Arrangement:

TIV has no third-party arrangement to deliver and assess any qualification on the scope.

Entry Requirements and Prerequisite (including English language Requirements)

Entry requirements for individual courses are detailed in the individual course-pre enrolment information. However, refer below for more detailed information.

Enrolment information

TIV's enrolment requirements for this course are:

- A completed Application form and signed agreement
- Identification documents, one of which is a photo of the student such as a passport.

Pre-training Review (PTR)

The Pre-Training Review (PTR) is conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by TIV is able to meet the student's individual needs.

TIV reviews the student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

Guidelines for PTR-To be filled up by Students

1. Students are required to fill up the PTR form and submit it along with the application form.
2. Students are required to read all the details of their course, policies and procedures of the Institute before filling up the answers. Information can be made available from the Student Handbook/Student Prospectus and/or website.
3. Students are required to answer the questions in a true and correct manner.
4. Enrolment officer will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
 - **PTR Interview conducted via Telephone-**If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
 - **PTR Interview conducted Face to Face-** During face to face PTR interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.
5. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
 - if the student is aware of the policies, procedures and other information necessary for the students.
 - if the student has received true and accurate information and if they are suitable to undertake the course/s.

6. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.

If students have not received sufficient information i.e. are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at TIV, Enrolment officer will provide necessary information to the student required to make enrolment decision.

7. **For example: If students have answered “No” or have not answered the questions in the PTR form,** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at TIV.
8. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.
9. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Enrolment officer will take holistic approach while assessing student’s answers during Pre- Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.

Enrolment officer will have a thorough discussion with the student and will offer support or guidance if required.

Application Rejection

Student’s Application will be rejected if:

- Student does not have appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student’s educational goals, work/career goals and/or previous experience in that particular area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake this course successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

Enrolment officer will inform the student about the decision and the applicable reasons.

Note: TIV does not:

- claim to commit to secure for, or on the student or intending student’s behalf, a migration outcome from undertaking any course offered by TIV.
- claim any job guarantees or employment with its programs.
- guarantee a successful education assessment outcome for the student or intending student.

Students are encouraged to contact TIV administration to ask any doubts they may have.

English Language Requirements for International students:

International students applying for these courses either off-shore or on-shore will require:

- i) Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course;

or, IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;

or, IELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;

Results older than two years are not acceptable.

OR

- ii) to provide evidence that they have studied in English for at least years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States.

OR

- iii) to provide evidence that, within two years of their signed written agreement date**, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

Test evidence table:

English Language Test providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum Test Score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet-based test	46	35	32
Pearson Test of English Academic	42	36	30

The test must have been taken no more than two years** before you apply to study at TIV.

** The date when TIV receives the signed written agreement (either through email or in hand).

Academic Requirements

For AHC40320 Certificate IV in Production Horticulture, AHC50320 Diploma of Production Horticulture, SIT30816 Certificate III in Commercial Cookery, SIT40516 Certificate IV in Commercial Cookery, SIT50416 Diploma of Hospitality Management, SIT60316 Advanced Diploma of Hospitality Management :To enter into these courses delivered at TIV, applicants should have successfully completed year 12 or secondary studies in applicant’s home country equivalent to Australian senior secondary Institute examination.

Or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years’ experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Language, Literacy and Numeracy test (LLN)

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at TIV are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot under the supervision of qualified LLN assessor. All students are required to undertake a language, literacy and numeracy test (LLN) according to the following qualification:

AHC40320 Certificate IV in Production Horticulture	ACSF Level 3
AHC50320 Diploma of Production Horticulture	ACSF Level 4
SIT30816 Certificate III in Commercial Cookery	ACSF Level 3
SIT40516 Certificate IV in Commercial Cookery	ACSF Level 3
SIT50416 Diploma of Hospitality Management	ACSF Level 4
SIT60316 Advanced Diploma of Hospitality Management	ACSF Level 4

Students are required to achieve expected level of working component as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, LLN support* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level. However, if student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application. A student failing to demonstrate this LLN level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

*LLN support-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs (TIV does not offer ELICOS program). TIV will offer support and guidance to students who require LLN Support.

TRAINING AND ASSESSMENT

Technical Institute of Victoria's training and assessment strategies and practices, including the amount of training we provide, are consistent with the requirements of training packages and VET accredited courses and will enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

The amount of training provided to each learner is in regard to:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments. Classroom assessment, project, reports are adopted by TIV and assessment practices aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

Those being assessed are often referred to as learners or students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed. TIV ensures that all the assessments are valid, fair, reliable, authentic and flexible and that assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

MODE OF DELIVERY/ APPROACH

All the courses at TIV will be delivered face to face in a classroom, practical training at TIV's commercial kitchen For hospitality courses and at farm for horticulture courses with access to a simulated environment for a minimum 20 hours face to face schedule course per week usually over three days.

TIV courses are delivered using a variety of different methods. Delivery methods include classroom delivery, lectures, group discussions, presentations, Scenario, case study analysis.

During class times, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Work based Training

WBT is aimed at giving students a varied experience in a real live situation, under normal commercial pressures. For example, in the live environment, they will be able to test their skills and knowledge when the kitchen is busy, customers are waiting, or it is "rush hour" – e.g. Lunch times at a restaurant in the city.

While determining amount of training, TIV has taken in account work-based training units "SITHCCC020 - Work effectively as a cook" requires students to undertake 48 occasions cooking various meals including breakfast, lunch, dinner and special functions "SITHKOP005 – Coordinate cooking" operations also require 12 service periods planning and coordinating for various food processes in commercial kitchen.

An induction for WBT students would be conducted at institute and workplace induction will be conducted at workplace before commencement of WBT. Students are also required to complete a logbook for each service period and reflect on tasks performed during service period. Workplace supervisor/Trainer or Assessor will verify logs of training for each food service period on student log book. Work-based training will be conducted at approved industry workplace commercial kitchen with whom TIV has an agreement with.

Students can use their workplace to complete Work-Based Training. However, to ensure that student's workplace requirements are met, WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements.

Workplace suitability assessment

WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. All work-based training sites are assessed for work-based training suitability by the WBT Trainer/ assessor using the Workplace Training Facility Checklist. The WBT Coordinator use a suitability check list to determine the following: ABN registration, menu and

meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one time conducting Work-Based Training.

Alternative Arrangements if industry workplace does not meet the requirements

If student's workplace site does not meet suitability, the WBT coordinator will allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items.

Work-based training will be conducted at approved industry workplace commercial kitchen with whom TIV has an agreement with.

Course Assessment and Methods

All assignments will be in accordance with the principles of assessment and rules of evidence (these can be found at <https://www.asqa.gov.au/standards/chapter-4/clauses-1.8-1.12>).

Principles of Assessment

- I. Fairness:
The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by the TIV to consider the individual learner's needs. TIV will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
- II. Flexibility:
Assessment is flexible to the individual learner by:
 - reflecting the learner's needs
 - assessing competencies held by the learner no matter how and where they have been acquired, and
 - drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
- III. Validity:
Any assessment decision of is justified, based on the evidence of performance of the individual learner. Validity requires:
 - assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
 - assessment of knowledge and skills is integrated with their practical application.
 - assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations
 - Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.
- IV. Reliability:
Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

- I. Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.
- II. Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency.

III. Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

IV. Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Detailed procedures of how assessments will be conducted is given in the Assessment Policy which is available on the website and can be made available from the reception.

Assessment methods

A range of assessment methods will be used to accommodate the diversity in student's learning styles and preferences. These assessment methods may include but are not restricted to:

- Practical demonstrations in training kitchen/Farm
- Logbook
- Role plays,
- Presentations,
- Case studies, Scenario
- Project work,
- Research activities
- Written Test/Written assignment

Re-assessment

Students will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. 1st and 2nd attempt will be free of cost, however, if a student is unable to clear 2 attempts, a charge of AU\$300 will be applied. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment, the student's submission will be marked Satisfactory (S) or not satisfactory (NS). After each assessment, verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment Appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the trainer/assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either Administration Manager or RTO manager. If students are still dissatisfied, students can appeal formally and in writing to have the result reviewed. Students can refer to Complaints and Appeals policy for more details. It is available on TIV's website and can also be made available from the Reception.

Self-Study

All TIV students are required to do self-study at home to maintain satisfactory course progress. To work on the assignments and task for self-study, all students are expected to have access to a laptop or computer with the windows 7 operating system or higher at their own cost.

Qualifications to be issued

Qualifications gained at TIV are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all the outstanding fees have been paid in full. TIV will issue certification in a timely manner. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

Please contact TIV's Administration department for more details.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a Student is caught engaging in these acts, their assessment will be deemed Not Yet Competent. If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the Student's level of competence.

All plagiarism is unacceptable and each case of plagiarism should be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

Inappropriate practices in the use of referencing, citations, quotations or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously:

- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.
- If students are engaged in such act for a second time, they may be suspended or expelled from the course.

- All work submitted must be an accurate reflection of the Student's level of competence. The evidence used to make a decision at TIV about competence will be valid, sufficient, authentic and current.

More detailed information can be found on Plagiarism and cheating Policy available on TIV's website and/or at the reception.

PLAGIARISM and CHEATING

TIV is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form is unacceptable and will be treated seriously. Students will be advised at the beginning of their course about the plagiarism policy and procedures; and the provisions in the institute about cheating.

PLAGIARISM

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the internet, published and unpublished works. Plagiarism occurs when students fails to acknowledge that the ideas of others are being used.

CHEATING

Cheating may include (but is not limited to):

- Someone copying from others work.
- Someone pretending that it is their own work

Consequences-Plagiarism and Cheating

- All plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Procedures should be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.
- Inappropriate practices in the use of referencing, citations, quotations or attributions for assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the Plagiarism and cheating policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of the TIV's commitment to academic integrity. Penalties may include resubmitting assessment work i.e. further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re enrolled in the unit which will incur payment of \$300.
- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- RTO Manager will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or RTO Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then

the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at TIV, and a further penalty may be imposed.

Kindly refer to Plagiarism and Cheating policy available on TIV's website and/or at the reception for more details.

Credit Transfer

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

1. Unit is the same i.e. same code and title
2. Unit has been reviewed and this results in minor changes to the unit code e.g. B to C. This indicates that the learning outcomes of the unit has remained the same.
3. Unit has been transferred from another training package/curriculum and recorded; however, the learning outcomes remains the same.
4. If the course credit is given, the confirmation of enrolment (COE) issued for that student will indicate the actual net program duration (as reduced by course credit) for that program.
5. If course credit is granted, and it results in shortening of the student's program duration, the institute will report the change of program duration in PRISMS.

Students who have completed identical units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation.

- Students are requested to apply for credit transfer by the 2nd week of the first term of study in their enrolled course.
- Students must complete the Credit Transfer Application form, and submit the application to the Administration department or at the Reception.
- The application must include copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit name and dates of completion.
- RTO Manager or Administration Manager will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer application form and will grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- Verified copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.
- Granting of Credit Transfer will be recorded as a unit outcome and kept in the students file.
- If Credit transfer is granted, TIV will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

TIV students who are enrolled in a package (pathway) qualification, i.e. Certificate III, IV, Diploma and Advanced Diploma will be automatically provided with credit transfers as they transition from one qualification to the next. Application forms and more information about credit transfer is available on TIV's website. Please contact admissions department for any further enquiries.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. To support this type of application evidence of where and how the skills were obtained is required. TIV recognises the prior learning of students based on:

- previous training, (includes overseas qualifications);
- formal study and acquisition of a qualification and statements of attainment from another RTO;
- practical experience in a work environment;
- projects undertaken; and
- life experience.

Students who believe they already have skills and experience learnt through a job, worked in a position that's enabled the student to undergo industry –relevant tasks, or simply been trained in-house through a company that students may have previously worked for; you may be eligible to apply for Recognition of Prior Learning. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community.

Procedures

- Students are requested to apply for Recognition of Prior Learning prior to the commencement of the course.
- An RPL application for students will include all relevant evidence of work experience and where the learning has occurred. Applications will not be accepted unless all required information is included. Students who request an RPL assessment will be advised of the evidence required and suggestions on how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community- based learning, or overseas education, training or experience etc.)
- All RPL Applications are to be submitted to the administration department/Reception in the first instance along with verified supporting documents. The application and supporting documentation will be copied and placed into the student's file. Where originals are required for verification, authorised TIV staff from the Administration department or representative will sight and indicate on copies "original sighted" and shall return originals to the student. TIV will at no time accept and retain original certificates.
- The application will be forwarded to the RTO Manager or representative to be assessed and outcomes will be determined by RPL/qualified assessor.
- It will be ensured that the evidence provided is valid, authentic, current and sufficient and that the process is fair, flexible and valid.

- If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his/her skills/experience. The RTO Manager or representative will set a date for the additional documents to be submitted.
- The applicant will be notified of the outcome of the RPL. On the basis of the assessment, the student will be advised that:
 - the application has been granted; or
 - the application has been denied; or
 - further evidence is required
- Where an application for RPL or Course Credit is received by TIV, The RTO Manager or representative will assess the application and provide an outcome to the application within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome. If RPL is approved, the applicant will be marked as “CT or RPL” rather than “Competent” in the transcript of records.
- Where either of the above, credit transfer or RPL applications are received or course credit is approved, the following must occur: Enrolment Officer or representative will change student’s COE to reflect reduction in period of study. TIV will provide student with the outcome of the credit application. The students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the students file.
- TIV’s Assessment policy will be followed when undertaking RPL assessments.

Application form for RPL can be obtained from TIV’s reception. For more information, Students can also speak to admissions team for enquiries.

Currency of training

TIV implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. TIV ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Pathways to Higher Education

Graduates of TIV may seek credits to the relevant degree programs in Australian universities. TIV has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Reasonable Adjustment

Students have different needs and often training needs to be adjusted to meet individual student’s needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: ‘Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for TIV and must be allowable within rules defined by the training package.’

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, TIV is required to include student's USI in the data submitted to NCVER.

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the TIV during the enrolment process. If students do not provide an USI, TIV will not be able to issue a Certificate, Statement of Attainment or Transcript for the training.

If you would like TIV to apply for a USI on your behalf, be aware of the following:

We will collect information about you for the purpose of creating a USI, this information is collected under the Student Identifiers Act 2014

This information can only be used for:

- Applying, verifying and giving a USI
- Resolving problems with a USI; and
- Creating authenticated vocational education and training (VET) transcripts;

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- The purpose of administering and auditing VET, VET providers and VET programs;
- Education related policy and research purposes; and
- To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions;
- VET admissions Bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organisations to enable them to deliver VET courses to individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- Institutes for the purpose of delivering VET courses to the individual and reporting on these courses;
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation and auditing of national VET statistics;
- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;
- Any entity contractually engaged by the Student Identifies Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not be disclosed without your consent unless authorised or required by or under law.

Also, you must authorise us to do so. You must also provide some additional information as noted below so that we can apply for a USI on your behalf. Students will be required to fill up USI Application form during induction prior to the course commencement.

For details on USI, visit www.usi.gov.au. TIV Student Services staff can assist you to obtain your USI on request.

Note:

TIV does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or
- a learner will obtain a particular employment outcome.

Our Campus Facilities and Resources

Training Location:-

TIV Melbourne Campus:-

TIV has its training facility located at a convenient location in Melbourne city. TIV's location is accessible from all kinds of public transportation.

For Classroom based face to face delivery:

Level 1, 252 Lygon Street Carlton, Victoria - 3053

The practical component of the course will be delivered

at:

Commercial Kitchen Location- 3 Miller Street , Prahran, VIC 3181

Unit-1, 578 Plummer street, Port Melbourne Vic 3207

Farm Location (Horticulture): 60 Curry Road Kilmore VIC 3764



Contact Details

Phone: 0061 03 96393525

Email: info@techinstitute.vic.edu.au

Website: <https://techinstitute.vic.edu.au/>

TIV Tasmania Campus (LAUNCESTON): -

TIV has its training facility located at a convenient location in LAUNCESTON city.

For Classroom based face to face delivery:

50 Glen Dhu St, SOUTH LAUNCESTON, TAS, 7249

The practical component of the course will be delivered at:

Training Farm: 1158 Bridgenorth Road, Bridgnorth Tasmania 7277

Phone: 0061 03 96393525

Email: info@techinstitute.vic.edu.au

Website: <https://techinstitute.vic.edu.au/>

How to reach us at Melbourne Campus:

By Public Transport

By Train

Nearest Train Stations:

Campus: Melbourne Central Station,

By Uber

Uber services are available round the clock.

By Taxi

TAXI services are available round the clock.

By Car

If you are driving, you can use public parking or paid parking available in nearest place.

Modern Campus Facilities and Equipment

- Fully equipped classrooms with table, chairs (flipped chairs), projectors and/or Interactive screens.
- Computer lab with Desktops with LED monitors
- Chairs with Tables where students can keep their notebooks or laptops.
- Quiet Study area with computers for students to work on assignments and/or study
- Library Resources
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants.
- Photocopy and printer facilities for students.

Classrooms

All classrooms are equipped with the following resources for the delivery and assessment of the units of competency selected for this qualification:

- Computer with Internet connection to enable research.
- Access to network printers and photocopiers
- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptop, computer

Training Kitchen

TIV has a commercial kitchen with access to all equipment and food preparation areas with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines including specific equipment for each relevant unit of competency.

Training Farm

TIV give students access to farming tools and equipment's, seeds, plants, learning to plan propagations programs, soil sampling, controlling, vegetables, fruits, and applying and monitoring biodiversity measures.

Student recreational area and lunch room

TIV campus has a dedicated student lunch and recreational area with access to kitchen facilities where students can relax and meet with others during breaks.

Training Location

The practical training component of the courses will be delivered at TIV's commercial kitchen or farm facility.

Class times and reception hours

- TIV campus will be open for classes from 9:00 a.m-5:30 p.m. from Monday to Sunday
- TIV's Reception will be open from 9.00 a.m.-5.30 p.m. from Monday to Friday.

There will be at least 1 or more student support officer depending upon the scheduled classes during weekend class hours.

Students will not be scheduled for more than 8 hours class in a day. Classes will run in 4 hours session. Students are requested to contact admissions team to receive information on the class timetable.

Student Administration and Support Services

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries.

Materials and Equipment

TIV will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

TIV has access to standard equipment required for cookery ,hospitality , and horticulture courses.

For Cookery/Hospitality Courses: Learners are required to have kitchen kit including, chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter into the kitchen and to be able to undertake training in the kitchen effectively.

Chef Uniform Set :

Traditional Chef Jacket
 Drawstring Checked Pant
 Half Apron White
 Traditional Chef cap
 Neck Tie

Kitchen safety shoes with slip resistance and steel toe cap

Knife Kit includes:

Sharplex 20cm Cooks Knife x 1
 Sharplex Boning Knife 15cm x 1
 Sharplex Paring Knife 7.5cm x1
 Sharplex Sharpening Steel 30cm x 1
 Sharplex Bread Knife 26cm x1
 Sharplex Peeler

Sharpex Palette knife 20cm x 1
Piping Bag
Star Nozzle x 3
Tube Nozzle x3
Pastry Brush

For Horticulture Courses: Material cost includes farm wear, safety boots, farm materials.

Book and Reading Materials

TIV provides handouts and reading material for students to read and keep (Cost for handouts and reading material is already included in Material fees).

Studying at TIV

A number of approaches to course delivery are used by TIV's staff. Course delivery approaches include: supervised study, scenario, case studies, tutorials, trainer led classroom delivery, practical activities like role play and presentations.

During class time, students will be expected to participate by answering questions, giving opinions, giving assessments in the form of projects, assignment etc., demonstrating tasks, working with others in groups, making presentations, participate in role-play scenarios.

The duration of the course specified in the course information includes only formal training. Students are required to dedicate a minimum of 20 hours per week towards their study. This will include class attendance, work-based training, self-paced learning (not included in the minimum 20 hours per week), research, learning activities and assessment activities.

Course Assessments

TIV uses several methods of assessment to measure students' competency as mentioned above in the Assessment Methods section. Assessment methods used for this course includes Practical demonstrations in training kitchen, Role plays, Presentations, Case studies, Scenario, Project work, Worksheets and Knowledge questions.

Our Obligation to You

TIV is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. TIV will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

TIV will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

If students wish to apply for a transfer, they will need to apply to the institute for a release. There is no cost attached to apply for a release; however, students will need to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed on the basis of the TIV's transfer between providers Policy, conditions of Enrolment, the Fee Payment and Refund Policy, the study plan and declaration submitted by the student in their application.

Documented evidence supporting circumstances/reasons for seeking release must be included with this application. Please refer to the TIV's transfer between providers policy for more details available on the website.

Deferral, Suspension and Cancellation

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 institute. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you should contact the institute and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

The institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs through the PRISMS by the institute and this may affect the status of a student visa.

Please refer to TIV's Deferral, Suspension and Cancellation Policy for more details available on TIV's website or can also be made available from the reception.

Student Obligations

Overseas Student Health Cover

If you are a student from overseas on a student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold this visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to maintain your cover at all times. If you do fall behind in payments or renewing your cover, you will be able to continue your cover but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued. TIV can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at

https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Some of the registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (Peoplecare Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Full Time Study

Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

Academic Course Progress

TIV gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

Students must participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions. TIV checks and ensures that all the required assessments are completed up to that point of time.

Students at TIV are required to regularly attend classes and achieve satisfactory course progress. TIV regularly monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in. TIV will assess each student's course progress at the end-point of each study period.

Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, TIV course progress monitoring procedures will be followed as per the Attendance and Course Monitoring Policy and Procedures.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in the study period.

A failure of units in any study period will trigger a review of academic progress by the institute and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. 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;
- Make an appointment with the Student Support Officer or RTO Manager if you are having any difficulties with your studies.

In addition to the above minimum requirement, the institute will implement intervention strategy and/or counselling procedures when you think you may not be able to meet the requirements.

Counselling and intervention strategy may be triggered by any of the following events (including but not limited to):

- Failing any units in a study period
- Not attending compulsory classes

Refer to the counselling section in this handbook for more details.

If student fails to meet the requirements of satisfactory course progress for two consecutive study periods i.e. does not successfully complete or demonstrate competency in at least 50% of the course requirements in two consecutive study periods, they will be reported to the Department of Home Affairs.

Please refer to the course progress policy available on website and/or reception for more details on Intervention strategy, academic progress, extension of course duration etc.

Attendance Requirements

TIV gives strong emphasis on attendance requirements. TIV records and monitors attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. Institute will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must attend all kitchen practicals to fully develop their culinary skills, all practical sessions for horticulture courses at the farm. Student's kitchen/farm attendance will be monitored closely and student missing practical classes will be treated on a case-by-case basis. Student missing more than one practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending practical classes. Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course.

Procedure:

1. TIV systematically records and monitor attendance for students who enroll in the courses. International students on a student visa are required to attend 20 hours per week of scheduled contact face to face hours in the classroom. Students identified as 'at risk' of unsatisfactory attendance will be notified formally through student attendance warning letters.
2. Student's attendance will be regularly monitored by the Student administration officer reporting to the RTO Manager to ensure that TIV facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements.
3. Trainers will be inducted into the requirements of this policy at induction and through the Staff meeting/s. Trainers will receive guidelines on how to complete this record and in particular how to record absences, leave, late arrivals and early leave during the day. Notes are provided by the trainer in case of late arrivals and early finish.
4. The projected attendance will be based on student's unattended hours in attendance against the total contact hours fortnightly.
5. The projected attendance will be monitored on regular basis to ensure students can be given every opportunity to prevent falling below 80% attendance requirement and avoid breaching their enrolment and visa condition.
6. Both students and teaching staff are required to sign each record on a daily and submit the records to the Student Administration Officer reporting to the RTO Manager, who will enter all data in to the spreadsheet which will calculate the attendance percentage of each student. RTO manager would monitor the spreadsheet on a regular basis.
7. Student Administration Officer will record any absence supported by a medical certificate/compelling and compassionate circumstances records which would be counted towards the student's total absences when calculating attendance.

When an individual student attendance falls into any if the following categories the associated action shall be taken:

Student Attendance	Action by Institute
Any student who has missed 5 consecutive days of scheduled classes without prior approval or notification	<p>Training staff will notify the RTO manager and Administration Staff when a student fails to attend for five consecutive days without approval. Administration Staff will contact the student and ask the student to make an appointment with RTO manager and remind the student's that it is a condition of their visa that they must maintain satisfactory attendance and institute can provide additional support if required. (Refer to Student Support Policy).</p> <p>The student will be sent 'Student Attendance 1st Warning Letter' and be provided with an opportunity to contact the staff for any support they require. (Appendix A).</p>

Student Attendance	Action by Institute
	<p>It must be noted that students have been informed upon enrolment to notify The RTO upon changing their address or contact details.</p>
<p>When a student's projected attendance falls below 90% without prior approval or notification</p>	<p>The student will be sent a 'Student Attendance 1st Warning Letter' (Appendix A) informing them of their projected attendance and that they need to ensure at least average 80% attendance level for the study period is maintained. This letter is to also contain the consequences of not achieving a projected average attendance of 80%.</p>
<p>When a student's projected attendance falls below 85% without prior approval or notification</p>	<p>When a student's projected attendance is below 85%, a 'Student Attendance 2nd Warning Letter' (Appendix B) will be issued.</p> <p>This warning letter will initiate an intervention strategy, i.e. the student is required to contact TIV within 5 working days and organise an appointment with the RTO Manager to discuss their poor attendance record and agree to intervention strategies aimed at achieving an average attendance of above 80% for the remainder of the study period.</p>
<p>When a student's projected attendance falls below 80%</p>	<p>Intention to Report</p> <p>The student shall be sent an 'Intention to Report' letter (Appendix C) indicating the student has breached the attendance requirements. This letter will also identify that the international student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study.</p> <p>They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.</p> <p>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS and would be reported.</p> <p>Circumstances where student not to reported if attendance fall below then 80%</p> <p>If a student's attendance is less than 80 per cent, TIV may choose to not report a breach if:</p> <ul style="list-style-type: none"> ○ the student's attendance is at least 70 per cent ○ the student is maintaining satisfactory academic performance

Student Attendance	Action by Institute
Reporting 'Breach of Student Attendance' for international students	<p>As identified above, when an international student falls below a projected attendance of 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Training Manager who will, in conjunction with the Administration Officer/ RTO Manager, monitor the recorded breach and report the breach as required. A breach reported letter (Appendix D) is sent to the student by the Administration Officer.</p> <p>An international student's enrolment is cancelled in the event that their student visa is cancelled by the DHA.</p>

Risk Intervention Strategy

TIV ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. Institute will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the RTO Manager or Student Support Officer and it may include one or more of the following strategies (but not limited to):

- attending counselling;
- attending extra classes;
- English language support;
- reviewing learning materials with the student and providing information to students in a context that they can understand;
- providing extra time to complete tasks;
- providing access to supplementary or modified materials;
- providing supplementary exercises to assist understanding;
- attending academic skills programs;
- attending tutorial or study groups;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where TIV is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

Change of Address

Upon arriving in Australia students are required to advise the institute of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address as, under Section 20 of the ESOS Act 2000.

TIV is obliged to serve a notice at the last known address of the students if the student breaches a student visa condition relating to attendance and/or academic performance. The institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions. Hence, students must notify TIV of any change of their address and contact details within 7 days of change while enrolled at the institute including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations

Failure to update the contact details to TIV means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up-to-date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at <https://www.homeaffairs.gov.au/>

Student Complaints and appeals procedure

The institute has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing TIV's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman.

Complaints

1. Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
2. Students are encouraged to raise the matter informally with their trainer, or the Course Coordinator. The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by the way of email; then, the email and any response there to will be deleted unless otherwise requested by the student.
3. If the informal complaint raises a matter of importance for TIV, then, the complaint and outcome will be documented, but, if possible, the name of the student will not be included in any documentation to maintain privacy.
4. If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint.
5. Students are encouraged to resolve their concerns and complaints using the Complaints and Appeals Procedure. The current complaints and appeals process and form are available on TIV website.

6. A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Support Officer. The student must lodge their complaint with only one member of staff at Technical Institute of Victoria. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.
7. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
8. The student will have the opportunity to formally present their case at no cost. The student may be accompanied and assisted by a support person to present their case at any relevant meeting, if required.
9. Only Technical Institute of Victoria staff authorised by the CEO can respond to a complaint.
10. Technical Institute of Victoria will investigate and respond to all complaints lodged by a student in a fair, transparent and professional manner. The process will commence within (10) working days upon receipt of the of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time. If the nature of the complaint requires immediate action, that staff member receiving the complaint will forward the matter directly to the Administration Manager.
11. If the complaint is in regard to something of a more academic or study related nature, he or she may refer the matter to the RTO Manager without delay.
12. Technical Institute of Victoria treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
13. Students who are not satisfied with the outcome of their complaint may appeal the decision according to Technical Institute of Victoria's Internal Appeal Process or choose to lodge an External Appeal with an appropriate agency if they wish to do so. If the student chooses to access Technical Institute of Victoria's internal complaints and appeals processes, their enrolment will be maintained while the process is ongoing.
14. Technical Institute of Victoria will maintain the student's enrolment until the external complaints/external complaints (e.g. Overseas Ombudsman) is completed and has supported Technical Institute of Victoria's decision to report. Technical Institute of Victoria will wait for the outcome of the external process with consideration for student welfare as reporting a student for breaches may have serious consequences for the student's visa; it may result in cancellation.
15. If any internal or external complaint process results in a decision or recommendation in favour of the students, Technical Institute of Victoria shall immediately implement such decision or recommendation, and undertake a quality review process to correct/improve the processes and prevent future occurrences.

16. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.
17. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the relevant task group meeting (depending on the nature of the complaint) as part of the continuous improvement process.
18. All the outcomes of a complaint or an appeal process will be notified to students within seven (7) working days from the date of the resolution, and copies of correspondences kept on student file for record.
19. Where TIV considers more than 60 calendar days are required to process and finalise the complaint or appeal, TIV will ensure to (a) will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required b) will regularly updates the complainant or appellant on the progress of the matter.
20. Technical Institute of Victoria shall maintain a Complaints and Appeals Register to record all instances of complaints and appeals and use this data for quality and continuous improvement purpose.
21. If the student has made the complaint via ASQA, the CEO will be informed immediately. The complaint will be resolved fairly and equitably within the time frame provided by ASQA

Academic Review

- All students have the right to request an academic review. Where a student is dissatisfied with the outcome/result of assessment of an assignment and/or an examination, the student should discuss this informally in the first instance with their Trainer/Assessor.
- If the issue cannot be resolved informally, a student may submit a request for a formal academic review in writing to the Manager concerned / authorized person within twenty (20) working days of receiving the reviewed academic result. The request must outline why the student has requested a formal review of the result.
- Manager/ authorized person will seek to resolve a formal academic review through the appointment of an independent and impartial educator to investigate and make a recommendation. The RTO Manager will make the final decision on all formal academic reviews.
- All parties involved in any formal academic reviews will be advised in writing of the outcome and the reasons for the decision within twenty (20) working days from the date the review was lodged. If a student's formal academic review is successful, the academic result will be amended.
- Where a formal academic review is not upheld by the RTO Manager , the student will be advised in writing of the option to access the appeals procedure.

Procedure: Complaints

1. Complainant gathers information and arranges to meet the Administration Manager for advice and information discussion;
2. Online complainant or a complainant not able to physically attend Technical Institute of Victoria may choose to communicate electronically or telephonically with the Administration Manager;
3. If not resolved in Step 1, the complainant fills and submits the complaint in writing using the Complaints and Appeals form to the Administration Manager;
4. Administration Manager confirms the receipt of the complaint in writing to the complainant with three (3) working days of the date of receipt of the complaint and enters the complaint in the Complaints Register;
5. Administration Manager starts the process no later than ten (10) working days from the date of receipt of the complaint and calls upon respective parties for discussions/meetings;
6. All the evidences concerning the complaint are collected and reviewed;
7. Assistance of Student Support officer is sought if student welfare is a concern;
8. Administration Manager discusses the outcomes with the RTO Manager and reaches a decision;
9. The complainant is advised of the decision in writing by the RTO Manager;
10. If the decision is not accepted, an internal or external mediator is appointed with mutual consent;
11. If the mediation fails, external complaint options are advised and exercised;
12. All the documents and notes are forwarded to Student Support Officer for filing;
13. Administration Manager updates the Complaints and Appeals Register with the outcome.

Appeals

Technical Institute of Victoria is committed to providing fair, safe and productive study environment to all its students. Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with Technical Institute of Victoria's policies and quality principles.

1. Appeals may arise from a number of sources including
 - appeals against assessment,
 - appeals against discipline actions,
 - appeals against refund decisions,
 - appeals against deferment/suspension decision,
 - appeals against refusal to release decision,
 - appeals against education agent termination decision, and
 - appeals against decisions arising from complaints.

The essential nature of an appeal is that it is a request by a student or third party to reconsider a decision made by TIV. All training and assessment related appeals; would be managed by the **RTO Manager**, unless the appeal is against a decision of the RTO Manager. In that case the CEO shall manage the appeal.

2. Technical Institute of Victoria will appoint an Appeals Committee comprising of at least three of the following senior staff members;
 - CEO
 - RTO Manager
 - Administration Manager
3. TIV will attempt to resolve the appeal informally once the appeal has been lodged and the

complainant is not satisfied of the outcome, the complainant has the right to access appeal and this is normally the formal appeal and, the formal appeals process will commence.

4. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
5. If any internal or external appeals process results in a decision or recommendation in favour of the students, Technical Institute of Victoria shall immediately implement such decision or recommendation, and undertake a quality review process to correct/improve the processes and prevent future occurrences.
6. A student initiates the formal appeals process by completing the complaints and appeals form. The complaints and appeals form is available at TIV website or on request from the reception.
7. Students wishing to lodge an appeal in respect to TIV Intention to Report the student for unsatisfactory course progress, or on being notified that TIV intends to suspend or cancel the enrolment of the student, must do so within 20 working days. (The 20 working days will be calculated from 2 days of the issuance of the Intention to Report letter, and the 20 working days will be calculated from the day the letter notifying of the intention to suspend or cancel.)
8. The resolution phase must commence within 10 working days of the appeal being lodged in writing.
9. A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.
10. The formal appeal process will be conducted by a panel of members (members independent to the matter in discussion) and chaired by the CEO and at no cost to the student.
11. Students appealing an assessment, including RPL outcome; will be given the opportunity for reassessment by a different assessor selected by TIV. Costs of reassessment will met by TIV. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of TIV. The reassessment shall be regarded as the completion of the internal formal appeal.
12. For all internal formal appeals;
 - The student will have an opportunity to present his or her case in person, or, if the students elects, in writing;
 - A student may be accompanied and assisted by a support person at any relevant meetings;
 - In all other respects the panel will determine the appeals procedure;
 - The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and TIV and placed in the student file as well as Complaints and Appeals Register;
 - The student will be provided with a copy of the signed written document.
13. If the student appeal is successful TIV must immediately implement the decision as conveyed to the student.
14. If the student is not satisfied with the outcome of the formal internal appeal; the student is advised within 10 working days to access the external appeals process. Student may request the Institute

to assist the student in an appeal to an external mediator. The student may bear the cost for any external appeal. The external independent mediator are as follows:

Overseas Students Ombudsman (For International students only) at Website:

<http://www.oso.gov.au>

The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman. The Commonwealth Ombudsman can investigate complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia.

Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

The Dispute Settlement Centre of Victoria (DSCV)

<http://www.disputes.vic.gov.au>

15. There are no further avenues within TIV for appeals after an internal formal appeal phase has been completed.

External Complaints and Appeals

There is an external complaint/appeal process available to students if they have exhausted the above institute internal complaint and appeal procedures and still feel unsatisfied.

International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider.

Technical Institute of Victoria agrees to be bound by the independent mediator's recommendations and the CEO, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report. Each complaint, grievance, appeal and its outcome will be recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. They may also approach other agencies relevant to their specific situation;

- The Ombudsman
- The Privacy Commissioner
- The Equal Opportunity and Human Rights Commissions

Students may choose to contact the Department of Education and Training; Department of Education and Training

GPO Box 9880

Melbourne VIC 2601

<http://education.gov.au/contact-department>

If the problem resolution fits within equal opportunity guidelines, it will be managed under TIV

Institute's relevant policies and procedures. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to act under

Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and includes the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to <https://www.legislation.gov.au/Series/C2004A00757>

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. For more information, kindly refer to <https://www.legislation.gov.au/Details/F2017L01182>

For additional information on the ESOS Legislative Instruments, please visit ESOS Legislative Instruments: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Access and Equity

TIV's Code of Practice includes an Access and Equity policy. It is the responsibility of all TIV staff to ensure the requirements of the Access and Equity policy are met at all times. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Training services are delivered in a non-discriminatory, open and respectful manner.

Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.

Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.

Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.

Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.

is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.

TIV is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Victorian Equal Opportunity Act 2010, Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992.

Any issues or questions raised regarding access and equity can be directed to the RTO Manager.

Staff and students are required to comply with the Access and Equity Requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the RTO Manager.

For more information, you can review Access and Equity policy available on the website or at Reception.

CODE OF CONDUCT

TIV shall at all-times act with integrity in dealings with all students, staff and members of the community.

TIV shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and Standards for Registered Training Organisations 2015.

The Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Commonwealth/State Legislation and regulatory requirements.

TIV's obligations to the student, including that TIV is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation"

TIV will ensure:

- The provision of adequate facilities in which to conduct training programs
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs
- Accuracy in representing the services provided and training product on scope of registration.

- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records
- Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System
- Maintain quality training and to uphold the highest ethical standards.
- All employees, agents and representatives are familiar with and agree to comply with the code of conduct.

TIV shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct.

All people involved at TIV must show respect and courtesy to others at all times. Every person at TIV has the same right to deliver or receive education in a safe, supportive environment.

STUDENT CODE OF CONDUCT

Each student of TIV must abide by the following:

- Comply with the TIV policies and procedures that apply to students
- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Use English at all times to improve your language skills.
- Do not smoke or carry/consume alcohol on TIV property.
- Do not cheat on assessments, tests and exams
- Drugs are expressly forbidden from being brought into any of TIV premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the institute. This disrupts the rights of other students to learn.
- Be considerate of others when taking lifts. You must show courtesy and respect to other users at all times. As our student, you represent our institute. It is accepted practice that you must let people leave the lift before boarding yourself. You must not push in, but instead wait your turn to board the lift.
- Do not discriminate against any person associated with TIV because of race, religion, creed, nationality, sex, or any other individual difference. Every person at TIV has the same rights as you, regardless of these differences.
- treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- Violent behaviour will not be tolerated.
- Racist behaviour will not be tolerated
- Sexual harassment will not be tolerated
- Mobile Phones should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Students are required to wear appropriate safety clothing and use equipment safely-Practical classes

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves.

General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity
- Refuse to leave a property after being reasonably requested to do so
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of TIV or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the TIV
- Contravenes any rules or acts.
- wilfully disobeys or disregards any lawful order or direction from TIV personnel
- refuses to identify him or herself when lawfully asked to do so by TIV staff

- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the TIV, or on TIV's premises or other premises to which the student has access as a student of TIV;
- fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of TIV or breaches any of TIV rules;
- harasses or intimidates another student, a member of staff, a visitor to the TIV or any other person while the student is engaged in study or other activity as a institute /college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the TIV premises while acting as TIV student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- TIV will issue the student with a written warning before taking any actions.
- TIV will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend or cancel their studies and have 20 working days to access TIV's complaints and appeals process prior to institute taking action to suspend or cancel the student's enrolment.

Important Information

Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 40 hours a fortnight when student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

School-aged dependents

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.

There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full

fees in any school or university that they enrol in whilst in Australia.

Refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#> for more information.

Legislation

The Australian Government is committed to ensuring students have a great education experience in Australia. Therefore, various legislations have been enacted to safeguard the interest of both education providers and students.

TIV is also subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), to students as our customers, and relate to the industry that we are conducting training for.

A range of legislation is applicable to all the staff members and students of TIV.

Information on relevant legislation can be found at the following websites.

Occupational Health & Safety <http://www.worksafe.vic.gov.au/>

- Victorian Equal Opportunity and Human Rights Commission
<http://www.humanrightscommission.vic.gov.au/>
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Disability Standards for Education 2005 <https://www.education.gov.au/disability-standards-education-2005>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Series/C2004A04426>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2016C00089>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2018C00499>
- Privacy Act 1988 <https://www.legislation.gov.au/Details/C2020C00025>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026955
- Education Services to Overseas Students (ESOS) Act 2000
<https://www.legislation.gov.au/Details/C2020C00039>
- Education Services to Overseas Students (ESOS) Regulations 2019 <https://www.legislation.gov.au/Details/F2019L00571>

It is the responsibility of all TIV's staff to ensure the requirements of relevant legislation are met at all times. Please refer to the websites indicated, or contact the institute if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Agent's Legislation

TIV engages with on shore and off shore Agents to recruit students. TIV is responsible to ensure that its Agents accurately represents services on their behalf. If you have any feedback or concerns regarding services provided by

Agents or its representatives, please contact admissions team.

TIV has undertaken steps ensure compliance with ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that TIV engages with, implement Education agent's policy and procedures. Education Agent Performance Review Assessment is conducted by marketing staff to ensure that the education agents comply with the standards at all times.

Use of personal information

Information is collected during enrolment in order to meet the institute's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the Institute and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.

Student Support Services

Student Administration and Student Support Services are available for all the students.

Reception is your first point of contact for any queries.

As per the **standard 6.3 of the National code 2018**, TIV will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student. TIV will provide an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are free of cost.

TIV aims to identify and respond to the learning needs of all the students. Diverse student learning needs are catered to and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the institute may come at a charge determined by the provider of the service.

All staff at TIV are available to provide general advice, assistance and support with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact a student support officer who may refer them to external support services if required. TIV will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

Please refer to Support and Welfare Policy for more details available on the website.

All staff at the institute are available to provide general advice, assistance and support with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact a student support officer who may refer them to external support services if required. TIV will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services

TIV will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. TIV has documented processes that it implements for supporting these processes.

Student Support Officer has been appointed to be the point of contact for students who require support.

Student Support Officer will have up-to-date details of the TIV's support services. All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer

Email: info@techinstitute.vic.edu.au

Contact: 0061 03 96393525

All students who require support can contact TIV's student support officer through email, phone or face-to-face contact. Student support services will be available for students at all times.

Students can fill up a "Student Support Request Form" to mention the support they require in detail.

Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

TIV will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. Student Support Request form: available from TIV's reception or website. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. TIV understands the difficulty that students may have to face when they are away from their home. Therefore, TIV ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.
2. Academic Support-Intervention Strategy Form: Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the course requirements in the study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website or from Reception.

The support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus.

Service	Responsibility	Phone no	Email
Emergency Health,	CEO	0061 03 96393525 (In case of life threatening emergency, CALL 000)	Ceo@techinstitute.vic.edu.au
Academic support (including academic progress, attendance, LLN Support, intervention)/ Work based Training Support/Practical training support	Trainer/RTO Manager/ WBT coordinator	0061 03 96393525	info@techinstitute.vic.edu.au
First aid, student's health and safety	Administration Manager/ Student Support Officer	0061 03 96393525	info@techinstitute.vic.edu.au

Complaints & Appeals	Administration Manager/RTO Manager/Student Support Officer	0061 03 96393525	info@techinstitute.vic.edu.au
Administration Matters (including enrolment, orientation, deferral, results, Refunds)	Administration Manager/ RTO Manager/Student Support Officer	0061 03 96393525	info@techinstitute.vic.edu.au
LLN support/LMS Support	Administration Manager/Trainers Student Support officer	0061 03 96393525	info@techinstitute.vic.edu.au
Accommodation	Administration Manager/ Student Support Officer	0061 03 96393525	info@techinstitute.vic.edu.au
Counselling support	Internal: Student support officer External: Counsellor (Administration department is to be contacted for arranging an appointment with the Counsellor at no additional cost).	0061 03 96393525	info@techinstitute.vic.edu.au

Support and services provided are:

Orientation Sessions

Many students find life in Australia quite different from life in their home country so TIV organises orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services.

All students will go through orientation program on the day of enrolment. TIV conducts an age and culturally sensitive orientation program delivered by official point of contact personal i.e. Student support officer or representative. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services available to assist overseas students to adjust to study and life in Australia

- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- TIV facilities and resources
- Complaints and appeals processes
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- services that students can access for information on their employment rights and conditions, and how to resolve work place issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students.

Please refer to TIV's Support and Welfare Policy for more details available on TIV's website.

Arrival Assistance

TIV can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport in by the government and support services available at the Airport. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. Visit studymelbourne.vic.gov.au for more information.

TIV can arrange airport pick up. Students are required to fill the Airport Pick up form or students can email their request for Airport pick up at info@techinstitute.vic.edu.au. Students are requested to contact TIV at 1300 791 848 for any other information.

Airport pick up fees: AU\$100

There is a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services.

Accommodation Assistance

TIV does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.

Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Student's course progress and attendance is monitored and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies or achieved minimum competency level as stipulated in individual program requirement.

A student can discuss any academic or other related issues to study at TIV at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We carefully monitor course progress to ensure students do not fall behind course requirements, because we want our Students to succeed.

Intervention strategies are put in place to assist Students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support;
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Extra classes and/or re-assessment
- Counselling;

- Mentoring;
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

English Language Support and LLN Support

If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the institute or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs at other institutes as TIV does not offer ELICOS program. TIV will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student Support Officer to seek guidance and/or support.

TIV has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students.

In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the institute with ACSF Support plan.

Students are requested to speak to LLN Support officer or RTO Manager to discuss about the support measures that they might need. TIV will provide support with no additional cost. The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

Outcome of LLN assessment

The outcome of the LLN assessment will allow targeted solutions to be developed and implemented. Students identified as at risk from the initial assessment can be offered a variety of solutions and/or interventions. This may include ACSF Support plans.

ACSF Support plan

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis. Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, Pronunciation. Students must contact TIV to seek assistance or support in LLN.

Refer to LLN policy for more details. Students are requested to speak to Student Support officer or RTO Manager to discuss about the support measures that they might need. TIV will provide support with no additional cost.

Digital Literacy/LMS Support

Students who do not possess basic computing skills will be provided with basic computer using support by our student Support Officer. Students are required to meet Student Support Officer or call 0061 03 96393525.

Students who experience difficulties in accessing LMS are encouraged to meet TIV's Student Support Officer for any assistance or support or call 0061 03 96393525.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. All students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, on Campus. An appointment can be made at reception or by emailing student support officer or RTO Manager at admissions@techinstitute.vic.edu.au. Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

TIV offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

TIV will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Student Melbourne Study Centre (SMSC)

SMSC offers free support, information and contacts to help students to enjoy living and studying in Victoria. It provides information, referral and practical support for all international students in Victoria. For more details, please refer to <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

Disability Support

Australia has laws that protects individuals from discrimination in many areas of public life, including education. A person with disability has just as much right to study as any other student.

TIV will apply reasonable adjustment for students with disability. However, reasonable adjustment applied must not be detrimental for the student to achieve course outcomes. TIV will apply reasonable adjustments to the level it can.

This means that institute cannot and will not:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

Student Welfare Services

TIV has a designated Student Support Officer to provide basic counselling services to all students. This service assists the students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them to access study support and welfare-related services such as;

- **Legal Services** –TIV can refer a student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. TIV will provide up to date information on accommodation options and or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform TIV as soon as possible.
- **Facilities and Resources** – At orientation, students are given a guided tour of the campus and all facilities. Students will be given detailed description of all available resources.
- **Complaints and appeals processes** – The complaints and appeals policy and procedure is available in detail on the website and can be made available from reception.
- Student visa conditions relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Students can seek help from Student support officer if they have any concerns regarding visa requirements and conditions. **Intervention strategies** will be discussed which are provide to students when students are facing difficulties in achieving satisfactory course progress or are unable to attend classes due to problems or issues they may have.

TIV can also refer students to external counselling services for various issues if necessary, however, each issue will be dealt with a case by case basis. There is no fee attached to seek advice on welfare support and referral service.

Support Staff

Enrolment officer: Enrolment Officer handles all the admissions and enrolment related processes and queries.

Student Support Officers: provides academic and non-academic support to students which includes, but is not limited to, providing counselling, coaching, mentoring, accommodation support, LLN Support, etc. and also handles course related queries.

Health, Safety and Security Support, First Aid and Counselling: provides medical assistance, student safety, assistance and counselling support.

Administration Manager, Complaints Officer: Handles all general courses, enrolment, administration queries and complaints process.

Trainers and Assessors: handles all the specific course related queries and assessment issues.

Reception: Our reception is open to assist students from 9:00 am to 5:00 pm Monday to Friday.

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically and ethically.

For more information, refer to <https://www.fairwork.gov.au/>

National Employment Standards

The National Employment Standards (NES) are 10 minimum employment entitlements that have to be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.

The 10 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement

For more information, refer to <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

Fee Payment and Refunds

Initial payment of fees is payable when the student enrolls into a course. The student will be required to pay an application fee, material fee and initial tuition fee deposit prior to commencement. Please note that application fee is one-time fee to cover cost of administration related costs and a non-refundable fee. Fee has been scheduled to ensure that TIV is not collecting more than the initial tuition fee amount as stated on your offer letter and that TIV will not receive more than 50% of the students' total fee for a course before the student has begun their course unless the course has only one study period which is 20 weeks or less. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 % of their tuition fees before they start their course. Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE).

Fee Schedule

The table below lists a Schedule of Fees charged to students where applicable.

OTHER COSTS (AS APPLICABLE)	AUD \$
Application Fee	AUD\$200.00
Airport Pick Up Fee	AUD\$100.00
Accommodation Charges (Approximation varies upon the length of the accommodation arrangements)	AUD\$350 per week
Credit card surcharge	2%
Recognition of prior learning (RPL) per unit	AUD\$350.00
Late Payment Fee	AUD\$50.00 per week
Re-Assessment-Upto 2 Chances	Free
Re-assessment Per unit	AUD\$250.00
Kitchen/Farm Practical Catch up Session	AUD\$100.00 per Session
Re-enrolment Per Unit	AUD\$350.00
Re-assessment due to act of plagiarism or any other form of academic misconduct	AUD\$350.00
Re-issue of Student ID	AUD\$20.00
Student Printing Black and White	10 cents per page
Re-issue of Testamurs/ Record of Results/ Statement of Attainment	AUD\$100.00
Course Variation /Re-enrolment fees (applicable for students reported for Non-commencement and students who are re-enrolling in the same course on compassionate grounds)	AUD\$300.00
Accessing Student Records	AUD\$10.00
Deferral of study	No Charge
Credit Transfer	No charge.

**** Application fee is one-time fee payable at the admission to cover administration cost associated with enrolment and its non-refundable fee in event of withdrawal.**

Payment of Tuition Fees

- a. The initial tuition fee, application fee and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the institute.
- b. Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
- c. Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.

The payment plan has been designed to provide students with flexibility in paying fees. Students are required to pay full fees as per their installment for the study period they are studying in.

- d. Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.
- e. Tuition fees will be payable to the institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to the institute.
- f. Student must pay their fee directly to TIV. Students should not pay the fees to an agent and/or third party in relation to the application for enrolment and tuition fee.

g. Reminder Letter and SMS

In case the student's installment falls on a particular month, a friendly email reminder or first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e. 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.

After sending the first warning letter, if student fails to make the payment again and does not communicate with the accounts department, a second warning letter will be issued to the student after 7 working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students must meet the Administration Manager or call TIV admissions team if they require any kind of support.

h. If a student fails to make the payment and/or does not communicate with TIV even after the second warning letter, a final notice i.e. "Intention to cancel Enrolment" will be issued to the student. Students will be provided with 20 working days to make complaints or lodge appeals.

h. If a student fails to make the payment of the outstanding fees even after sending "Intention to cancel Enrolment" letter and/or does not access the complaints and appeals procedures, Student's enrolment will be cancelled after 20 working days of the final notice.

The suspension of enrolment will cause following restrictions to apply:

- i. Loss of access to the library service, classroom, computer system including internet and others.
- ii. Loss of access to enrolment records, results and academic certificates.
- iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on website.

If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

i. If students choose not to appeal against the institute's decision and makes no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.

j. If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of \$50 per week.

k. An additional fee for re-assessments will be applicable when:

- Students have to undergo reassessment after two additional attempts. (Reassessment fee), or
- Students have to repeat a subject (unit fee).

l. Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.

m. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please Note: Fees are subject to change without prior notice. However, fees will remain the same once the student is enrolled in a course. Please contact the student administration for updated fees and charges. Students are advised to contact student administration for updated fees and charges.

n. If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.

o. TIV reserves the right to engage in any third party to recover any outstanding fees payable to the institute. The cost incurred to the institute for engaging a third party to recover such outstanding fees will be charged to the student.

p. TIV applies the following procedures to ensure all the students are treated fairly and with integrity when applying for refunds.

q. All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.

r. All 'refunds' will be approved by Administration manager and applications will be processed within 10 working days of the application being placed.

Process for claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with this refund policy should do so by filling up a Refund Application form available at the reception and submit with other supporting documents.

Refunds

All students' refunds are conditional on the following:

A. COURSE WITHDRAWAL

- i. Where a written notice of withdrawal is received by the institute at least **8 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except application fee.
- ii. Where a written notice of withdrawal is received by the institute within **4 to 7 full weeks before the agreed start date** of the course or term, the institute will refund 50% of the fee received except application fee.
- iii. Where a written notice of withdrawal is received by the institute within **4 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
- iv. Where a written notice of withdrawal is received by the institute **after the start date** of the course or term, no refund will be provided.
- v. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- vi. If the refund application is approved, refund will be paid within the period of 20 working days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- vii. The institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

B. STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrollment like:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (after the agreed starting day); or
- c) the institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
 - i. the student failed to pay an amount payable to the provider for the course;
 - ii. the student breached a condition of his/her student's visa and his/her visa has been refused;
 - iii. misbehavior by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

Note: If students do not commence studies in a course (i.e. the student does not start the course on that day) or when they are due to commence and have not notified the institute in writing within 14 days of the course commencement, then student's enrolment will be cancelled on the basis of non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the institute.

TIV will pay the refund to the following person:

- a. the student
- b. if a person (other than the student) is specified in the written agreement to receive any refund- the specified person.

TIV will pay the refund within the period of 20 working days after receiving written claim from the student.

C. VISA REFUSAL

If a student's visa application or visa renewal is refused by the Australian Government, a refund of course fees, less application fee, will be made and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).

The calculation under subsection 47E (2) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):

- a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b) the sum of \$500.

Students must provide the institute with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

b. Weeks in default period: number of calendar days from the default day to the end of the period to which the payment relates/7

or

The number of weeks in the default period = the number of weeks (i.e. calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which TIV has received tuition fees.

If TIV has only received an installment of tuition fees for part of the course, the weeks in default period would be the number of weeks between the default day and the end of the part of the course to which the installment relates.

If the number of weeks calculated is not a whole number, round the number up to the nearest whole number.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

If Visa refused due to the submission of the fraudulent documents by or on behalf of the student, no refund will be provided to the student.

D. PROVIDER DEFAULT

- I. In the unlikely event that the institute is unable to start or deliver the course (known as provider default), the student can choose to accept either:
 - i. A refund of course fees, which will be issued to the student within 14 days.
 - ii. Or be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.
- II. If the student chooses to receive a refund of course fees, the institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition fees the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 working days after the cessation of the course.
- III. If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

I. feeREFUND PROCESS

- a. The Student must apply for refund using the *Refund Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents may include, but are not limited to:
 - i. a completed refund application form provided by the institute
 - ii. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
 - iii. Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full the supporting documents by the institute (*in case of student's default*).
- c. Refunds will be made within 14 working days of the receipt of completed refund application form along with the full supporting documents by the institute (*in case of TIV default*).
- d. Student can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

II. PAYMENT OF REFUNDS

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (TIV) default.

- i. **In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.
- ii. **In case of Provider's (TIV) default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

COURSE FEE REFUND TABLE

Refund Circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
Withdrawal at least 8 full weeks or more prior to agreed start date.	100%	100%	No refund
Withdrawal between 4 to 7 full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in 4 full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%	100%	100%
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by TIV for the course in respect of the student course less the following amount (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser	100%	No refund
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
No refund	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund

Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund.

For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time period of 5 weeks prior to the agreed start date of the course.

COOLING OFF PERIOD

TIV will provide applicants a 7-day cooling off period. This means that if a student accepts the offer letter to study at TIV and pays relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify institute in writing within 7 days of the signed agreement date.

III. STUDENT'S RIGHTS TO APPEAL

- a. Any student who is refused for a refund by the institute may appeal within 20 working days in writing to the student Administration Manager and follow the complaints and appeal process.
- b. The institute's appeal process does not restrict the student's right to pursue other legal avenues.
- c. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. 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 tuition fees.

TIV is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

In regards to the above, TIV follows arrangement no 2. The institute is a member of the Tuition Protection Service (TPS). This means that the fees paid to the institute are safeguarded if the institute defaults on delivering the courses you are enrolled in.

It is an unlikely event that TIV is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For more information on Tuition Protection Service visit: <https://tps.gov.au>

Critical Incident

As per standard 6.8 of the National Code 2018, TIV has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing, and are kept for a period of not less than two years after the student's enrolment has expired.

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. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is TIV's intention to provide students with a safe environment on campus and advise students and staff of how they can enhance their personal safety and security

Critical incident officer: Mr. Gurvinder Singh (Managing Director)

Phone no: (03) 9639 3525

Email: garry@techinstitute.vic.edu.au

For detailed information, students can refer to Critical Incident Policy available on the website and can also be made available from TIV's reception.

Emergency Contact List Melbourne:

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Life Line: 24-hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024

External Services

Fire, ambulance, police (life-threatening emergencies): Ring 000



Hospitals and Medical Issues (Melbourne, Victoria):

The Alfred: (03) 9076 2000

Austin Hospital: (03) 9496 5000

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

St Vincent's Hospital: (03) 9411 7111

Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: www.legalaid.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: www.hindu council.com.au

Sikh Temple: <http://www.sikhyouthaustralia.com/>

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

Emergency Contact List Launceston

After Hours Council Services: 03 6323 3333

Tasmania Police

Emergency Calls: 000

Northern Regional General Enquiries: 03 6336 5633

Non urgent matters: 13 14 44

Tasmania Fire Service

Emergency calls: 000

Northern Region: 03 6336 5633

Free call: 1800 000 699

Tasmanian Ambulance Service

Emergency calls: 000

Northern Administration: 03 6336 5777

Non urgent matters free call: 1800 008 008

State Emergency Service

Storm and Flood Emergency Assistance: 132 500

Northern Regional Office: 03 6777 3777

Stay in Touch

During emergencies follow TasAlert at www.alert.tas.gov.au and on social media. Listen to ABC Local Radio 91.7FM for important updates and advice from Government agencies.

TasAlert and ABC will issue directives from the State Emergency Service, Tasmania Fire Service and Tasmania Police, including evacuation notice and road closures.

Also watch our official social media channels including Facebook, to keep informed of the current situation.

http://www.dhhs.tas.gov.au/publichealth/alerts/standing_health_alerts/extreme_heat

External Services

Fire, ambulance, police (life-threatening emergencies): Ring 131450



Hospitals and Medical Issues:

<https://www.aihw.gov.au/reports-data/myhospitals/hospital/h0721>

Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Total Support Services (TAS)

https://www.mycommunitydirectory.com.au/Tasmania/Launceston/Disability_Services/General_Disability_Services/89675/220068/Total_Support_Services_TAS

Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: www.legalaid.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: www.hinducouncil.com.au

Sikh Temple: <http://www.sikhouthaustralia.com/>

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

Safety and Security

At TIV, the managerial staffs are instructed to 'notice' any safety or security issue during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

Students leaving late in evening from the institute are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving, and request accompanied to their mode of transport if necessary. Students and staff are advised to travel on main streets where other members of the public are present rather than side streets or alleyways.

When less number or single staff is on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues are recorded on the critical incident record and a critical issue report is compiled describing the issue, the people involved, action taken and follow-up required or planned. When the issue is closed, the report and record are stored in TIV's files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

TIV will provide staff and students access to information on general safety and security whilst on campus and advise them of the actions they can take to enhance their personal security and safety. Information is summarised during orientation of students and induction of staff. Information will be available on TIV's website with links to other organisations that supply additional information.

Information provided to staff and students on seeking assistance for, and reporting an incident or a matter concerning their wellbeing is contained amongst the information provided in the handbook and at orientation. Information also includes general information relevant to safety awareness for general life in Australia.

TIV and its staff may be trained and experience to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, TIV is not equipped to manage major incidents and has a policy of requesting assistance from appropriate emergency services or specialists. Staff are instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage external assistance.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident.; unless instructed to by the CEO of the institute and they are accompanied by the TIV's legal representative.

TIV's Policies and Procedures

Students have access to all relevant administrative and academic policy and procedures. They are published on our website or they can be made available from the Student Administration or reception.

Student Rights as a Consumer

As a consumer, a student has the right to receive current, factual and accurate information about the courses offered by TIV before making an enrolment decision. To ensure this, TIV has stringent policies and procedures in place.

The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to take action under the Australian Consumer Law if the Australian Law applies.

TIV will notify the learners when any change occurs that may affect the services that TIV is providing.

This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements TIV puts in place, for the delivery of services to the learners

Media Consent

The Enrolment pack gives you the opportunity to decline permission for TIV to use any representation of your time here for promotional purposes.

From time to time, TIV staff may request to take photographs/videos or verbal/written interviews/testimonials of students at TIV or at places where the student is involved in an activity. These creations may be used in a classroom, or work activities or could be published by the institute in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have the right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or contacting student administration.

Access, correction and complaints

You have the right to seek access to or correct your own personal information. You may also complain if you believe your privacy has been breached.

Please refer to privacy policy for more information and/or visit office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/> for more information.

Personal Property and Security

Students are responsible for safeguarding their own personal property. TIV accepts no liability for lost or stolen student property on TIV's premises or when students are on authorised excursions for course purposes.

If you have any concerns at all about your personal safety while on campus, please discuss this immediately with your trainer or Student Services.

Mobile Phone Usage

Students are not permitted to use mobile phones in the classrooms.

Dress Code

TIV requests that students dress in an appropriate, professional and respectful manner, which excludes attire such as very short skirts, singlets and thongs. Trainers have the right to refuse students permission to attend class if their clothing is deemed to be inappropriate.

Smoking

Smoking is strictly forbidden inside the building (including stairwells and toilets) and outside the front entrance.

Drugs and Alcohol

At no time will students under the influence of drugs and/or alcohol be permitted on campus. Taking drugs or drinking alcohol on TIV's campus is strictly forbidden.

Emergency Procedures

Please take time to familiarise yourself with the Emergency Evacuation diagrams and location notification of First Aid kits, which are visible on each floor in the foyers outside the elevators.

In the event of an emergency, such as a fire or bomb threat, you must be able to act swiftly and promptly. Emergency exits are via the building's stairwell(s).

If you are required to leave the building due to an evacuation, go to the designated Primary Assembly Area (place to meet) as per the campus, which is illustrated on the Emergency Evacuation Diagram.

Incoming students

The following is relevant to any student who applies for a course within TIV and is currently studying on -shore with another registered provider. For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (so that TIV may look up on PRISMS, the Australian Government student system). Once this information is obtained the following steps are taken:

- Student Services accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal Course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- In completing this process, they would print a copy of the PRISMS record and attach to the student application.
- If they have completed more than 6 months of their principal course of study, the

application process proceeds as for all off-shore students.

- Where a student has NOT completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.
- To support the application, they can be provided with an “Offer of Enrolment” which clearly states that an offer of a place is contingent on their being released by their current provider.
- If the current provider provides a Release on PRISMS, the application proceeds as for all off-shore applicants.
- If the current provider has not advised on PRISMS that the student has been released, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student’s file.
- If the student is in receipt of a government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

Outgoing students

The following is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- Students make a written request (e-mail is satisfactory) to Student Services to transfer to another provider. The only reasons under which a student will be released are if:
 - TIV has cancelled/ceased to offer the students program (letter from TIV supplied)
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider’s intervention strategy to assist the overseas student in accordance with Standard 8
 - there is evidence of compassionate or compelling circumstances
 - TIV has failed to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student’s reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by TIV or an education or migration agent, regarding TIV or its course, and the course is therefore unsuitable to their needs and/or study objectives
- The student is asked to provide a valid “Offer of Enrolment” from the new provider.
- In assessing the application to transfer, the Student Services will check the following points:
 - ensure any outstanding fees are paid
 - ensure the student is fully aware of all issues relating the transferring of providers
 - check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records

Once the above points have been addressed by the Student Services Manager, information on the release of the student is entered into PRISMS.

Change of Address

Upon arriving in Australia, students are required to advise TIV of their residential address and telephone number, and of any subsequent changes to those details. This is extremely important as TIV is obliged to contact students at their last known address; as TIV may send warning notices to help you prevent any breaches of your visa conditions.

Students are required to update their contact details at least every six months. It is your responsibility and in your own interests to ensure that your contact and address details are

Working in Australia

Australian immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 20 hours per week during the term (or 40 hours per fortnight) and may work full-time during term breaks. However, work is not always easy to find and under no circumstances should students rely on income earned in Australia to pay tuition fees. Students are not expected to commit to work if it interferes with their study.

PRIVACY STATEMENT

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information collected during your enrolment is done in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about you during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected during your enrolment can be disclosed without your consent where the institute is authorised or required to do so by the law.

You can access information collected from you on the application form and during your enrolment by contacting Student Administration at the institute.

Under the Data Provision Requirements 2012, TIV is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this letter of offer, your training activity data) may be used or disclosed by TIV for statistical, regulatory and research purposes. TIV may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and

- Administering VET, including programme administration, regulation, monitoring and evaluation. You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on website for the most current information or speak to student administration personnel. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to TIV staff member for further details.