



TRADE INSTITUTE OF VICTORIA

RTO 21920

CRICOS 03912B

INTERNATIONAL STUDENT HANDBOOK 2022

This document has been prepared to assist you in making a fully informed decision to enrol in
Nationally Recognised Training

ABOUT US

Trade Institute of Victoria specialises in training for the building and construction industry. We provide job ready training programs and have a strong focus on the practical skills required for the building and construction industry.

OUR RESPONSIBILITIES

We pledge that:

1. We will provide you with high quality training and assessment;
2. Such training and assessment as is supplied will comply with the requirements of the Standards for Registered Training Organisations 2015;
3. Construction industry input will inform your experience of our training and assessment;
4. Practical scenarios will ensure that your training provides you with the skills required to gain employment;
5. Support services are available to ensure that your training can be completed.
6. Qualifications earned are recognised in line with the requirements of the Australian Qualifications Framework.

We are not responsible for ensuring that:

1. You will successfully complete the training. The onus is on you to undertake all training and complete all assessment tasks;
2. You will be employed at the conclusion of your training. We are not an employer.

COURSE INFORMATION

We offer Nationally Recognised Training in:

Qualifications

CPC30220 Certificate III in Carpentry

This qualification provides a trade outcome in carpentry, covering work in residential and commercial applications.

Occupational titles may include:

- Carpenter
- Carpenter and joiner.

The qualification has core unit of competency requirements that cover common skills for the construction industry, as well as a specialist field of work.

The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment and this qualification requires all units of competency to be delivered in this context.

CPC33020 Certificate III in Bricklaying and Blocklaying

This qualification provides a trade outcome in bricklaying and blocklaying.

Occupational titles may include:

- Bricklayer
- Blocklayer.

The qualification has core unit of competency requirements that cover common skills for the construction industry, as well as two specialist fields of work.

The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment and this qualification requires all units of competency to be delivered in this context.

INTERNATIONAL STUDENT HANDBOOK

CPC40120 Certificate IV in Building and Construction [Building Stream]

This qualification is designed to meet the needs of builders and managers of small to medium-sized building businesses.

The builder may also be the appropriately licensed person with responsibility under the relevant building licensing authority in the State or Territory. Builder licensing varies across States and Territories and additional requirements to attainment of this qualification may be required.

Occupational titles may include:

- Builder
- Construction manager.

The qualification has core unit of competency requirements that cover common skills for the construction industry.

The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment and this qualification requires all units of competency to be delivered in this context.

Additional units of competency may be required to meet builder registration requirements in various States and Territories.

Health and Safety

Completion of the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (ASCC 2007) is required before entering a construction work site. Achievement of unit CPCCOHS1001A covers this requirement.

AMOUNT AND DURATION OF TRAINING

The requirements of the Volume of Learning for all students, as described in the Australian Qualifications Framework (AQF) for each unit of competency on scope, must be met.

CPC30220 Certificate III in Carpentry

This qualification is delivered to international students over 52 weeks of study (including term breaks) comprising of 840 hours.

CPC33020 Certificate III in Bricklaying / Blocklaying

This qualification is delivered to international students over 52 weeks of study (including term breaks) comprising of 840 hours.

CPC40120 Certificate IV in Building and Construction (Building Stream)

This qualification is delivered to the local and international students over 52 weeks of study (including term breaks) comprising of 860 hours.

INTERNATIONAL STUDENT HANDBOOK

ENGLISH LANGUAGE REQUIREMENTS

At the time of enrolment or prior to commencing training, each prospective student must submit evidence of attainment of one of the following:

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
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic	42	36	30
Occupational English Test	Pass**	N/A	N/A

ENTRY REQUIREMENTS

When you have determined the right training for you, as part of the enrolment process, we will be required to conduct an initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

This will include a short interview as to your knowledge and experience of the industry in which you are training to gain employment, as well as a Language Literacy and Numeracy test. All of these are designed to assist us in understanding any additional assistance you may need prior to commencing your training.

ENROLMENT REQUIREMENTS

Note: If you are currently enrolled with a Registered Training Organisation, you must have **completed 6 months** of your course before we can accept an application for enrolment.

If you are seeking to enrol you must:

1. Hold an International Student 500 class visa,
2. Undertake an initial skills assessment; and
3. Be 18 years of age or older.

ACCEPTANCE OF ENROLMENT

Your enrolment is accepted in full when you have completed the following:

1. Submitted an application for enrolment;
2. Undertaken an initial skills assessment;
3. Returned your written agreement; and
4. Paid the initial course fee payment or paid course fees in full.

LICENCING REQUIREMENTS

The qualifications we offer have no licencing requirements attached to the employability outcomes.

VENUE

All training including skills demonstration and practice is delivered on site at 195 Champion Road, Williamstown North and 2(a) Olympia Street, Tottenham, VIV 3012.

Our training venues meet the requirements of registration and provides you with the following:

1. Training room;
2. Library;
3. Break out room;
4. Offices for confidential meetings with your trainer or the CEO;
5. Simulated work environment for practical training and assessment where not able to be done in an actual workplace;
6. Tea and coffee facilities; and
7. Student lounge.

Our venues are centrally located to public transport, cafés and restaurants, shopping precincts and off street parking.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

Trainers are accessible at all times during classroom sessions and are not available during lunchbreaks.

The CEO and administration personnel are only accessible during scheduled classroom breaks or before/after class.

No access is granted to non-classroom area's including no access to:

1. Telephones,
2. Photocopiers,
3. Fax machines and
4. Any other non-training related equipment, excluding toilets.

Students have access to trainers on an individual and confidential level if there are any concerns in understanding the training information, or any other concerns relating to their attendance at workshops.

ASSESSMENT

PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency will be met through the delivery of assessment in real time and as a combination of Written Assignments, Oral Assignments, Practical Assessments, Written and Summative Assessments as each student undertakes the particular unit of study.

The competency standards as set in the relevant training package, shall be the benchmarks for assessment.

On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor holding TAE40110 Certificate IV in Training and Assessment and the relevant upgrades (TAEASS502 Design and develop assessment tools and TAELN411 Address adult language, literacy and numeracy skills) or TAE40116 Certificate IV in Training and Assessment or its successor.
2. All of our CRICOS related assessments will lead to the issuing of a Certificate or Statement of Attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
3. All of our Assessments will be:
 - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
 - Fair - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants;
 - employ a participatory approach;
 - provide for participants to undertake assessments at appropriate times and, where required, in appropriate locations.
 - Flexible - Assessment procedures will be flexible, that is they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,

ASSESSMENT TASK CRITERIA

All our assessment tasks will provide for applicants to be informed of the context and purpose of the assessment and the assessment process and methods e.g. quiz, project, case study etc.

This will include information regarding assessment methods or alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments and types of assessment.

ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)
- We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.
- Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.
- All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.
- Re-assessment is available on appeal, see further details in the appeal process section.

ASSESSMENT TOOLS

Our assessment tools include:

1. Written assessments that require the learner to answer a series of written questions used to demonstrate that the student has met the **knowledge** requirements of the relevant Unit of Competence.
2. Practical assessments (including role plays) that require the student to be observed while undertaking a task or series of tasks to demonstrate they have acquired the **skills** necessary to satisfy the requirements of the relevant Unit of Competence.
3. Oral questioning to:
 - Enhance, elaborate or clarify answers provided in the written assessment;
 - Explain or clarify actions undertaken or omitted during the practical demonstration.

RE-ASSESSMENT OPPORTUNITES

Students not successful at the first attempt of an assessment task will be afforded:

1. No charge opportunity to re-attempt the assessment task; and
2. Subsequent chargeable re-attempts of the assessment task.

If the student is still not successful at completion of the 'no charge' and 2 chargeable re-attempts, they are to be deemed Not Yet Competent (NYC) and advised of their appeal rights (See Standard 10 Complaints and Appeals).

ATTENDANCE

Attendance records will be maintained for students undertaking a course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

International students must present a medical certificate issued by a Legally Qualified Medical Practitioner (LQMP). No other evidence such as a sickness certificate issued by a pharmacy is acceptable

ATTENDANCE REQUIREMENTS

An amount of training (also referred to as Volume of Learning) is required to be completed prior to undertaking the assessment for each qualification and Unit of Competency. To achieve the amount of training students must:

1. Undertake at least 80% of the structured hours allocated to each qualification; and
2. Satisfactorily complete 100% of the assessment tasks.

Note: We allow non-attendance for 20% of the structured training hours to cover occasional absences and illnesses, including illness supported by a medical certificate.

As soon as practicable, after we become aware a student is no longer able to achieve 80% attendance for the term (or semester), or course, the student will be notified that they are in breach of the amount of training and it is likely they will not successfully complete the training.

Assistance including catch-up sessions and additional days will be offered to students who have fallen behind in their attendance.

ABSENCE

You must not be absent from a designated training day including being absent because of paid employment.

If the absence is due to a medical condition or illness, you are required to produce a medical certificate from a Legally Qualified Medical Practitioner.

FAILURE TO ATTEND

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend on numerous occasions may mean a course incomplete being recorded and no refund of monies paid.

LATENESS TO CLASS

1. Lateness to class on any day is not acceptable;
2. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
3. We expect that all Students will be in the room on time after breaks throughout the day.

BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

- Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
- Inappropriate language means: no swearing or abusive language;
- Mobile phones: no mobile phone use during class times or recording of content;
- Drinks other than water in the classroom
- Eating in the classroom;
- Playing games on mobile devices during class times;
- Lateness returning to class from breaks is unacceptable;
- Disrespectful behaviour to all other Students, trainers and other individuals;
Misuse of our computer system;
- Littering;
- Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
- Jumping, standing on or putting shoes on furniture is not permitted.

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered areas. Students are expected to use the ashtrays provided in the designated smoking areas.

Drugs and Alcohol: Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

CHANGE TO OUR BUSINESS

If we make any changes to any or all of the following:

1. Ownership and control of the legal entity;
2. Name of the legal entity or trading name;
3. Chief Executive Officer or accountable officer;
4. Location of Head Office or campus, or
5. Contact details of the organisation;

we will notify students as soon as reasonably practicable and advise how these changes may affect their training.

CHANGE TO COURSE

Any approved change to downgrade to a lower course after commencement of original higher level course will incur a \$500.00 administration fee.

No charge will apply should a Student wish to upgrade from a lower level course to a higher level course.

Note: The enrolment fee is not refundable.

COMPANY PROPERTY

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry. Just like being at work, you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and trained to do so, you will not touch or operate plant e.g. fork lifts or equipment e.g. explosive power tools as this may lead to injury to yourself or others.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011 and Standards for Registered Training Organisations 2015, the Institute has a complaints and appeals process to assist you if the need arises.

The distinction between the complaint process and the appeal processes is as follows:

- The complaint process applies to any grievance you may have about any matter not related to a training or assessment outcome;
- The appeal process applies to any grievance you may have about a training or assessment outcome.

Should your grievance (complaint or appeal) be ultimately referred to an external body for deliberation, that body may define 'complaint' and 'appeal' differently to that applying here.

You may complain or appeal:

1. Informally – e.g. have a discussion about the issue with your trainer, where the trainer's explanation is sufficient to resolve the matter; or
2. Formally – in writing, where an investigation is required to resolve the matter.

The Institute's full complaints and appeals procedure is available for inspection at our training venues and is downloadable from our website.

Nothing in the complaints and appeals procedures prohibit or restrict your rights under Australia's consumer laws, or from engaging with the Overseas Student Ombudsman.

COURSE EXTENSION, DEFERMENT OR SUSPENSION

You may seek a course extension, deferment, or suspension under the special circumstances clauses in the relevant legislation. If a course extension is requested, we must not extend the duration of the enrolment if you are unable to complete the course within the expected duration, unless:

1. There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
2. The registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
3. An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

If we extend the duration of your enrolment, you must contact the Department of Home Affairs to seek advice on any potential impacts on your visa, including the need to obtain a new visa.

We are not obligated to extend the period of your enrolment if you have failed to complete your course on time.

An enrolment can be extended with a payment of an additional fee, which will be calculated based on the number of Units of Competency and Assessment Tasks to be completed provided that the above conditions have been met.

Please talk to the CEO if you expect that you will require longer than the allocated course period.

COURSE PROGRESS

A currently enrolled student who has enrolled for classes will have a structured study load of at least 20 hours per week.

Satisfactory course progress is deemed to be met when the student has met the minimum attendance levels and completed all assessment tasks.

We must report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

1. The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
2. The student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
3. The student has chosen not to access the external complaints and appeals process, or
4. The student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

EARLY WITHDRAWAL

Students who leave the course prior to completion will receive a statement of attainment for all units completed.

EDUCATION AGENTS

Education Agents are usually your first point of contact when intending to undertake study in Australia. The activities and ethics of all Education Agents is important to Australia's reputation as a desirable destination for students.

When we engage with agents, we are committed to ensuring all Education Agents act ethically and appropriately when representing our business, life and study in Australia.

We will only appoint Education Agents whose company is registered in the relevant country, state or province and, if relevant, in Australia.

We will monitor the Education Agent's performance and activities using a variety of methods.

We will not engage in any activities with an Education Agent who has been found to be dishonest, lack integrity or have engaged in unethical behaviour.

EMERGENCY PROCEDURES

You will be given a briefing on the emergency procedures in the event of an emergency. You are expected to comply with instructions given by our staff.

EMPLOYMENT OPPORTUNITIES

Upon successful completion of your training you may be able to gain employment in the areas for which you have been trained.

We are not able to guarantee that you will be employed at the successful conclusion of your training, however we will assist you wherever possible.

FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication. We encourage feedback and dialogue with all students to assist with meeting their needs and concerns, as well as continuously improving our services.

We appreciate feedback about your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

INTERNATIONAL STUDENT HANDBOOK

Feedback can be supplied directly to your trainer, other employees, or as written suggestions, which may include the use of feedback questionnaires.

FEE PAYMENT

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Student's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the Services.

COURSE FEE

Course	Fee
CPC30220 Certificate III in Carpentry	\$18,100
CPC33020 Certificate III in Bricklaying and Blocklaying	\$13,000
*CPC40120 Certificate IV in Building and Construction (Building)	\$10,500

***Principal Course**

PAYMENT OPTIONS

Full qualification

Payment One – paid at the time of enrolment. (This payment is also your enrolment fee)

- 50% of the tuition course tuition fee; and
- Additional Administration, Materials and/or Equipment fees if applicable.

Payment Two – paid at the commencement of the Second Semester

- 50% of the course cost;
- Any late payment penalty (if applicable); and
- Any alternative assessment fee (if applicable)

OTHER FEES

ALTERNATE ASSESSMENT FEE

Failure to complete all assessment tasks on the alternate date, will incur an alternate assessment fee of \$500.00.

Missing an assessment task due to paid employment will incur an alternate assessment fee of \$500.00.

LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment. Any late fee payments will incur a late fee payment as per the agreement.

Should a student require an extension for their fee payments, they must apply in writing to the CEO, at least two weeks prior to fee being due.

Note: Should the late payment not be made by the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

INTERNATIONAL STUDENT HANDBOOK

A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a ten (10) day cooling off period immediately after the completion of your initial skills assessment.

At the end of your cooling off period, you will receive a notification of enrolment including a reminder of your cancellation and fee obligations and the cost involved.

CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will:

1. Be refunded the unused portion of your course fee's; and
2. Incur and administration fee equal to 20% of the total course cost.

WITHDRAWING FROM A COURSE

No refund will be given if, for any reason, you leave or abandon your course before the scheduled termination date and time.

TRANSFERS

TRANSFER TO ANOTHER COURSE WITHIN OUR RTO

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

TRANSFER TO ANOTHER PROVIDER

A transfer to another provider may not occur within the first 6 months of your Principal Course.

Where a learner seeks to transfer their enrolment to another provider, the learner shall not be entitled to a refund of any course fees paid.

A learner seeking to transfer to another provider must also ensure they have paid all outstanding alternate assessment fee and late payment fee's, prior to the release being granted.

Where you elect to transfer to another provider, any monies available to you for services not provided shall be transferred to the new provider on receipt of a valid Confirmation of Enrolment.

INTERNATIONAL STUDENT HANDBOOK

FEE PROTECTION

Your fee payments are protected by our admission to the Tuition Protection Service.

Where we are unable to provide services for which you have paid, you will:

1. Be placed into an equivalent course such that the new location is suitable to you; and you receive the full services for which you have prepaid at no additional cost; or
2. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

REFUND

All applications for a refund of monies paid to us are to be made to the CEO on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

Full refunds are provided for:

1. Withdrawing from your course, where the change has been instigated by us; or
2. An application for a Student Visa has been denied by the Department of Home Affairs.

Partial refunds are provided for:

A course is commenced but due to unforeseen circumstances, we are unable to complete the course.

NO REFUND

There is no refund of fees or any prepaid amount for:

1. any poor and/or non – attendance;
2. poor behaviour;
3. you provided false or misleading information;
4. you failed to comply with the conditions of the RTO.

REFUND PROCESS

Refund requests for full or partial refunds must:

- be made in writing on the Application for Refund Form, available at the Student Administration Office;
- set out the reasons for the request;
- be accompanied by supporting documents as may be appropriate; and
- be forwarded to:

CEO
Trade Institute of Victoria Pty Ltd
195 Champion Road
Williamstown North VIC 3016

Information provided by the student on the Refunds Application Form must include:

- date of the claim
- full name of student
- course in which the student was enrolled
- basis for making the claim
- amount claimed
- address to which the refund is to be forward
- student's payment details
- student's signature
- all documents relevant to consideration of the claim

Claims will not be processed where the signature on the claim does not match the student's signature, shown on other documents provided by the student for admission to Trade Institute of Victoria Pty Ltd.

Refunds will be reimbursed in Australian dollars.

Where a student is dissatisfied with a decision to provide or not to provide a refund, he/she may appeal that decision in accordance with Trade Institute of Victoria Pty Ltd.'s Complaints and Appeals Policy and Procedure. These complaints and appeals processes do not restrict the student's rights to pursue other legal avenues.

PAYMENT OF REFUND

Where a refund is granted, refunded monies will only be paid to the registered student.

TIMEFRAME FOR REFUND

All applications for refund shall be determined within 10 working days.

APPEALS

Learners who are not satisfied with the outcome of the refund process may access our complaints and appeals process.

NO FEE SERVICES

There is no fee for the initial skills assessment

Any services provided by the Student contact officer are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation into a complaint or appeal is also at no cost to the student.

INDUSTRY ENGAGEMENT

We have engaged with industry including Skills Councils and Employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

This engagement ensures you are able to fulfil an industry need.

INITIAL SKILLS ASSESSMENT

Under the National VET Regulator Act 2011, Standards 2015, we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training.

The initial skills process is in two (2) parts and involves:

Part One

A short interview, conducted by our trainers, as to your knowledge and experience of the industry in which you are training to gain employment.

Part Two

A Language, Literacy and Numeracy assessment shall be conducted.

All of this is designed to assist us in understanding:

- Your ability to complete the course; and
- Any additional assistance you may need prior to commencing your training.

ISSUANCE OF AWARDS

We shall ensure AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product provided that the training program in which the student is enrolled is complete and that all agreed fees the student owes to us have been paid.

Statements of Attainment will be issued where a student does not complete a full qualification or is deemed competent in only some of the required Units of Competency.

INTERNATIONAL STUDENT HANDBOOK

In cases where a student has lost or misplaced their Certificate or Statement of Attainment, a fee of \$25.00 will apply for a copy to be provided.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or CEO, prior to course commencement.

LEGISLATION

We are 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, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated so that all students are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

1. Equal Opportunity Act 2010 (VIC)
2. Fair Trading Act 1987
3. National VET Regulator Act 2011
4. Privacy Act 1988
5. Standards for Registered Training Organisations 2015
6. Workplace Health and Safety Act 2012
7. Workplace Injury Rehabilitation and Compensation Act 2013 (VIC)

STUDENT SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks,
2. Language, Literacy and Numeracy; and
3. English language courses at a registered English language school.

Our staff are able to assist with the determination of suitable non- vocational support services to assist students including, but not limited to:

- Accommodation assistance;
- Centrelink;
- Counselling;
- Food/Material assistance;
- Legal Aid;
- Personal Support;
- Australian Tax Office;
- Ethnic Communities Council;
- Women's Legal Resource; and
- Interpreting Services.

STUDENT RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

1. Adhere to our policies and procedures;
2. Adhere to your VISA requirements;
3. Treat others with respect, fairness and courtesy;
4. Not plagiarise, collude or cheat in any assessment activity;
5. Attend class and arrive and leave on time;
6. Notify your trainer if you will be absent or late;
7. Participate in the course;
8. Submit assessments on time and in the required manner; and
9. Provide written notice of any changes to your enrolment status.

You have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property protected from damage and other misuse;
- Learn in an environment that is conducive to success;
- Work and learn in a support environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;
3. Student resources; and
4. Effective assessment tools.

PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements.

The fees associated with Recognition of Prior Learning are:

1. Application fee \$150.00 per application irrespective of the number of units applied for; and
2. Assessment fee \$80.00 per unit of competency applied for.

COURSE CREDIT

All students are made aware of the ability to apply for course credit via a RPL, RCC or CT application throughout the enrolment and induction process of the course.

EVIDENCE REQUIRED FOR RPL OR COURSE CREDIT.

If a student has already started their course of study they are to submit any applications for course credit by the 2nd week of the first term of study in their enrolled course.

- All applications are to be submitted to administration and include certified documents or original documents to be sighted and copied by Student Administration.
- Applications will not be accepted unless all required information is included. - Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred
- A Credit Transfer application must be accompanied by nationally recognised Certificates with detailed Statement of Attainments indicating the units successfully completed including unit codes and titles and dates of completion.
- A Credit application must be accompanied by recognised Certificates with detailed Statement of Attainments as well as Unit Descriptions and Unit Objectives and must include detailed course outlines or other documentation giving sufficient details, including content, assessment schedule and duration, of the studies completed to enable assessment of the application.
- Students are required to submit their application with supporting evidence as required and outlined in the applications:

There is no fee attached to a credit transfer, however if an application for credit transfer only shows sufficient evidence for Recognition of Prior Learning then the appropriate fee will be charged.

Applications for credit transfer and/or Recognition of Prior Learning must be made at the time of submitting an application for enrolment.

RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by trainers/assessors.
5. Attendance - recorded on training session rolls by trainers/assessors.;
6. Completed assessments – retained for 12 months.

Participant records must be maintained for 30 years.

ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the CEO either by phoning the office or arranging an appointment through your trainer.

STUDENT ACCOMMODATION

International students requiring accommodation are able to take advantage of a number of accommodation types in the region. These include:

1. Oz Homestay,
2. Private rentals, and
3. Student Housing.

THIRD PARTY ARRANGEMENTS

We do not engage with any third party to provide any training and assessment services on our behalf.

From time to time, we may enter into an agreement with an education agent to provide marketing and recruitment services on our behalf.

Engagement with third parties to provide student support services will only be on a case by case basis and only when such services are outside of the scope and ability of our staff.

TRANSFERS BETWEEN PROVIDERS

We will not actively recruit a student or accept transfer requests from a student who has not successfully completed a minimum of 6 months training with their current training organisation.

Exceptions to this rule only apply to any of the following:

1. The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
2. The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
3. The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in writing; or
4. Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

INTERNATIONAL STUDENT HANDBOOK

If a release is granted under the abovementioned circumstances, it will be at no cost and you must contact the Department of Home Affairs for advice on whether a new student visa is required.

If we intend to refuse the transfer request, we will inform you in writing of:

1. The reasons for the refusal
2. Your right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

TRAINERS

All training and assessment services are delivered and assessed in English.

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of person who:

1. Holds the qualification you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a Subject Matter Expert in their respective field.

Note: We don't engage any person or training organization to deliver our training and assessment services on our behalf

STUDY PERIOD

Each course will be delivered to meet the specific requirements for each student or group of students and a training calendar has been prepared for each course.

A training calendar has been prepared for each qualification for each calendar year.

VISA REQUIREMENTS AND CONDITIONS (this information is provided from www.homeaffairs.com.au)

ENROLMENT

With limited exceptions, you must be enrolled in a course of study that is registered on the Commonwealth Register of Institutions and courses for Overseas for Overseas Students (CRICOS).

If you are applying from outside Australia, you must include a Confirmation of Enrolment (CoE) for each intended course of study with your visa application. A letter of offer from your education provider will not be accepted.

If you are applying for more than one course in your student visa application, you must include all Confirmation of Enrolment (CoE) codes in the application form or the visa may only be granted for the CoE provided.

GENUINE TEMPORARY ENTRANT

The GTE requirement applies to all student visa applicants.

The genuine temporary entrant (GTE) requirement is an integrity measure to ensure that the student visa programme is used as intended and not as a way for international students to maintain ongoing residency in Australia.

When assessing the GTE requirement, we will consider the requirements set out in direction number 69. To assess this, we will consider:

1. Your circumstances;
2. Your Department of Home Affairs history;
3. If you are under 18 years old, the intention of your parent, legal guardian or partner; and
4. Any other relevant matter.

The GTE requirement provides a useful way to help identify those applicants who are using the student visa program for motives other than gaining a quality education. The requirement is not

INTERNATIONAL STUDENT HANDBOOK

designed to exclude students who, after studying in Australia, go on to develop the skills required by the Australian labour market and apply to become permanent residents.

FINANCIAL CAPACITY REQUIREMENTS

You need to have enough money that is genuinely available to you, to pay for your course fees, and travel and living costs for you and your accompanying family members while you are in Australia.

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide.

EVIDENCE OF FINANCIAL CAPACITY

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:

1. Evidence of funds to cover travel to Australia and 12 months' living, course and (for school aged dependents); schooling costs for the student and accompanying family members; and
2. Evidence that you meet the annual income requirement.

Annual income option

The annual income option requires a student to provide evidence of personal annual income of at least AUD 60,000.

For students accompanied by family members, the requirement is at least AUD 70,000. The income demonstrated must be the personal income of your spouse (who is not coming with you) or parents. Where both of your parents are working, their combined income can be considered for this requirement. Evidence must be in the form of official government documents such as tax assessments. Evidence in the form of bank statements or information directly from an employer is not acceptable.

Twelve months' funds option

Evidence of funds can include money deposits, financial institution or government loans, scholarships or sponsorships.

You can calculate the total amount of funds you will need by adding living costs, course fees, schooling costs and travel costs. Use the information below to calculate the total amount of funds you will need.

Living costs

The 12 month living costs are estimated to be:

1. Student or guardian - AUD20,290
2. Partner or spouse - AUD7,100
3. Child - AUD3,040

These costs are subject to change over time.

Course fees

Calculate the first 12 months of your course fees or include the total cost of your course if it is for a duration of 12 months or less. Deduct any prepaid costs and provide evidence of these payments (this should be on your Confirmation of Enrolment, if not, provide receipts).

If you are in Australia and your course has already commenced, calculate the course fee payable for the 12-month period commencing from the date on which you lodge your application.

Example 1: if your course fee is AUD50,000 for three years, determine the fee for one year (12 months) by dividing the total amount by the number of years. The amount will be AUD16,666. Deduct any pre-paid amounts.

INTERNATIONAL STUDENT HANDBOOK

Example 2: If your course fee is AUD15, 000 for ten months, and you have already paid AUD5, 000, deduct this prepaid amount from the total amount. The amount will be AUD10, 000.

Example 3: if your course fee is AUD20,000 for 18 months, determine the fee for one year (12 months) by dividing the total amount by the number of months, then times by 12 (20,000 / 18 x 12). The amount will be AUD13, 333. Deduct any pre-paid amounts.

Schooling costs

Where school aged children are included in your student visa application, schooling costs of at least AUD8, 000 per year for each child will need to be added to the amount of funds required. You are responsible for researching schooling costs, which vary between states, territories and schools in Australia.

You do not have to provide evidence of schooling costs if you are:

1. A PhD student and can show you have enrolled your child in an Australian government school where the fees have been waived;
2. Have received an Australian Commonwealth Government scholarship, including Foreign Affairs and Defence sponsored students, and you can show you have enrolled your child in a government school where the fees have been waived.

Travel costs

If applying outside Australia, include AUD2, 000 (except if applying from East or Southern Africa, include AUD2, 500; West Africa include AUD3, 000).

If applying in Australia, include AUD1, 000 (except if returning to Africa, include AUD1, 500).

Genuine access to funds

You and your accompanying family members must be able to access the funds shown while you are in Australia.

When considering whether the funds will be genuinely available, we will take into account additional information and supporting evidence you provide, such as:

1. The nature of the relationship between you and the person who is providing the funds, where applicable;
2. Your income, assets and employment or those of the person providing the funds;
3. Evidence of financial support history; and
4. Source of funds for any lump sum deposits.

HEALTH REQUIREMENTS

You must meet the health requirements.

You may need to undergo health examinations as part of the visa application process.

The health assessment process can take several weeks to complete. To help avoid delays, you can choose to undertake your health examination prior to lodging your visa application.

More information is available about My Health declarations.

HEALTH INSURANCE

You must have adequate health insurance while in Australia. Students can show this by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

CHARACTER REQUIREMENTS

Everyone who wants to enter Australia must be of good character and will be assessed against the character requirements.

You must answer a number of character related questions on your visa application form and the information you provide will be used to assess your character.

You might be asked for more information.

WORKING WHILE STUDYING

You must comply with the state and territory laws of Australia. The number of hours you can work in Australia can be found in your visa conditions.

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

WORK CONDITIONS FOR STUDENT VISA HOLDERS

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

1. Is of benefit to the community
2. Is for a non-profit organisation
3. Is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

Family members granted permission to work

Family members:

1. Must not start work until the primary visa holder has commenced their course in Australia
2. Can work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

Fortnights

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 40 hours a fortnight is calculated is described below

After their course has commenced, a student visa holder works the following numbers of hours over a four-week period:

1. Week one - 15 hours work;
2. Week two - 25 hours work;
3. Week three - 25 hours work; and
4. Week four - 10 hours work.

In the fortnight comprising weeks one and two above (40 hours worked in that 14-day period) or in the fortnight comprising weeks three and four above (35 hours worked in that 14-day period), the work condition is not breached.

However, the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14-day period). **Students found to have breached their work conditions might be subject to cancellation of their visa.**

Course in session

INTERNATIONAL STUDENT HANDBOOK

We consider your course to be 'in session':

1. For the duration of the advertised semesters, including examination periods
2. If you have completed your studies and your confirmation of enrolment is still valid (with the exception of masters by research or PHD students who have submitted their thesis for marking)
3. When you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

Additional information about student visa work conditions

You can view your visa online using Visa Entitlement Verification Online (VEVO). VEVO is a free internet service, available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online.

TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

YOUR WORKPLACE RIGHTS

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia.

WORKPLACE HEALTH AND SAFETY

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

WORK PLACEMENT

Where a work placement forms part of the training program Trade Institute of Victoria Pty Ltd will arrange the work placement on the learner's behalf and it is assessable via a placement logbook which is provided as part of the learner resources

Each period of work placement will give you an opportunity to build relationships, establish networks and practice and demonstrate the skills and knowledge you have acquired as part of your training as relevant to the units of competency and are a requirement of the training package.

You are required to attend this period of work placement, as it is a part of your course that you undertake work placement and you will not be able to miss a day of work placement even with a doctor's certificate.

Work placement cannot be conducted at the Institute in accordance with the rules of the training package. Instead, it must be conducted on an approved construction site under the supervision of a Registered Building Practitioner or their delegate.

Where work placement is a compulsory part of your course, you must successfully pass this or you cannot be deemed competent and will not be able to pass your course.