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1. Introduction

Welcome to the Victorian Institute of Technology (VIT).

Since 2000, VIT has been a Registered Training Organisation (TOID 20829) and a Microsoft Certified Partner.

In this time, VIT has established a sound reputation for delivering quality education.

Our Institute provides a broad range of accredited vocational education and training programs delivered both “on-the-job” or at multiple locations in the inner city and selected suburbs of Melbourne.

VIT has excellent facilities and resources. We have fully equipped ‘State-of-the-Art’ kitchens, workshops, and personal computer labs. VIT’s resource centre also includes English Language, Automotive, Business, Training and Assessment, Commercial Cookery, Patisserie, Hospitality, IT and Multimedia reference books, available for students to use on premise.

At VIT, we help our students develop interesting and challenging careers by imparting skills that are in high demand. We give our students a solid foundation to build on with experience and a nationally recognised qualification.

VIT aims to provide you with a smart start to your education, giving you a better and brighter future.

This Student Handbook has been designed to provide you with information about our policies and procedures regarding the course you have enrolled.

Welcome again and congratulations on choosing to complete your qualification with VIT.
2. Student selection, enrolment and orientation

Students will be selected responsibly and ethically at all times and selection will be consistent with any curriculum requirements. VIT is committed to non-discrimination in any form when selecting, and at all times, complies with equal and anti-discrimination legislation.

Applicants will be assessed by appropriately qualified staff using interview and pre-enrolment material to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful achievement of target competencies.

Selection strategy

The organisation employs non-discriminatory recruitment practices. Students are selected on the basis of the entry requirements specified in program guidelines.

Entry Requirements

a. Students must be 18 Years of age at the time of course commencement.
b. Entry into Certificate IV or lower level qualifications generally requires successful completion of Australian year 11 or equivalent.
c. Entry into Diploma level qualifications generally requires successful completion of Australian year 12 or equivalent.
d. If a student does not meet these minimum schooling levels, a student can also demonstrate their ability to succeed in the chosen course through relevant work experience, work samples, interview or VIT examination.
e. In addition to meeting the academic requirements, applicants must demonstrate their competence in English language levels when submitting their application.
f. Students over 21 years of age, without minimum academic requirements but with relevant work experience within their chosen area of study may be also admitted, if their level of English language is appropriate.
g. Students must also meet any individual course special entry requirements as specified by VIT.

Provision for Language, Literacy & Numeracy assessment

Students needing language, literacy and numeracy (LLN) support are commonly identified during the application process. In most cases, LLN support can be provided. Where only a low level of support is needed, the Academic Coordinator may arrange for the student to receive extra-curricular assistance from the trainer or another staff member. Where extensive support is needed, specialised LLN classes may be offered to the student. This may attract a fee. Where a student’s LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

The Victorian Training Guarantee is making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

There are now an unlimited number of government-subsidised training places available to people who meet the eligibility criteria.

**Am I eligible for a government-subsidised training place?**

In 2014 you are eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

And are any of the following:

- under 20 years of age
- seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- seeking to enrol in VCE or VCAL
- seeking to enrol in an apprenticeship
- 20 years and older and ‘up skilling’ by seeking to enrol in a course at a higher level than your existing qualification

NOTE: If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Victorian Training Guarantee, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.

**How many courses am I eligible for?**

In 2014 you are eligible to begin two government subsidised courses, as long as you are not doing any more than two government subsidised courses at a time. For example, if you are continuing a government subsidised Certificate III in Aged Care from 2013, you can start one more course in 2014 until you finish (or withdraw from) your Aged Care course, then you can start a second course in 2014.

This restriction may not apply to apprenticeships. For more information on these courses speak with your training provider.

Foundation Skills courses do count towards these limits.
VTG regarding Apprenticeships

If you are seeking to enrol in an Apprenticeship (not a Traineeship) and you have already commenced two courses in 2014, you will be eligible for government subsidised training under the Victorian Training Guarantee if either of the two courses you previously commenced are included on the Higher Education and Skills Approved Pre-Apprenticeship and Pathway qualifications list.

4. Apprenticeship and Traineeships

An apprenticeship/traineeship is a training contract between an employer and an employee in which the apprentice/trainee learns the occupation or trade. While we at VIT are responsible for your training, your apprenticeship or traineeship is actually managed by a separate organisation known as an Australian Apprenticeship Centre (or AAC).

An AAC representative is a Government appointed representative who will schedule a visit to your workplace to discuss the industry requirements of an apprenticeship/traineeship. They will do all the paperwork and manage the process from start to end.

Please note - significant future changes to your employment conditions, such as:

- the number of hours you are employed,
- your employment status – such as leaving an employer, or changing from full/part time to casual, or
- changes to your day-to-day job role,
may affect the terms of your apprenticeship or traineeship. In the event of any of these changes, please contact your AAC representative.

You have the freedom to select your AAC. Many VIT students and affiliated businesses utilise the services of Apprenticeships Melbourne.

For all queries regarding your apprenticeship/traineeship, please contact your nominated Australian Apprenticeship Centre.

Apprenticeships Melbourne
Head Office (03) 9433 2000
Representative
Victor Pennisi 0425 779 746

5. Credit Transfer and Recognition of Prior Learning

The Australian Quality Framework (AQF) facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved through formal or informal learning. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification. Credit given may reduce the time required for a student to achieve the qualification.
Credit Transfer

Credit transfer is one of a number of processes for establishing credit towards a course. It provides a means for students to gain credit in a qualification on the basis of completed components of another qualification or other formal learning. It is our obligation to recognise qualifications and statements of attainment issued by other RTO’s.

Recognition of Prior Learning (RPL)

RPL is one of a number of processes for establishing credit or advanced standing. RPL broadens access into formal learning by enabling credit to be given for student achievement though other formal, non-formal or informal learning.

RPL involves the Institute to undertake an assessment of each individual who applies to determine the extent to which that individual’s previous learning is equivalent to the learning outcomes of the components of the destination qualification.

The typical RPL process consists of the following stages:

- identifying the evidence required
- providing advice to students about the process
- providing students with sufficient information to enable them to prepare their evidence to meet the standard required for the RPL assessment process
- assessing using appropriate evidence-gathering methods and tools
- recording the outcome, and
- communicate the outcome to the students

RPL assessment:

- as with all assessment, should be undertaken by academic or teaching staff with expertise in the subject, content or skills area, as well as knowledge of and expertise in RPL assessment
- should be the same standard as other assessment for the qualification
- should recognise learning regardless of how, when and where it was acquired, provided the learning is relevant to the learning outcomes in the qualification
- must ensure that evidence provided is valid, authentic, current and sufficient and that the process is fair, flexible reliable and valid

Students are required to submit a Credit Transfer or RPL Application form, along with supporting documentation, for consideration at the time of enrolment. These forms are available on the VIT website. The RPL process may include a further interview, written assignment, workplace assessment, and/or collection of other material.

Fees may be charged for the RPL service.
6. Student support, welfare and guidance services

Academic and vocational counselling

Students may receive academic or vocational counselling from training staff or another qualified person.

Training staff monitor the student’s progress and intervene to provide counselling or support as appropriate and, where needed, refer the student on to the counsellor, academic coordinator or other qualified person, depending on the nature of the problem.

You can also make use of your employer’s counselling facilities, if applicable.

Personal Counselling

Any student showing signs of distress or discomfort is to be approached and offered support by the staff member who notices this issue.

Support may take the form of informal talks and/or a referral to a counsellor or other qualified person, depending on the nature of the problem. Where necessary the staff member may advise the student to seek external professional assistance.

7. Training and Delivery

VIT recognises the principles of flexible delivery. Courses are designed to provide flexibility of delivery to maximise the opportunity for students to access information for learning, and assessments.

The following learning methods may be used for your course:

On-the-job delivery

“On-the-job” delivery refers to having a trainer visiting your workplace or nominated location.

Your trainer will set regular appointments at your convenience (normally every 3-4 weeks) in accordance with the pace you wish to complete your qualification. You may request more regular contact if you wish to complete your qualification sooner.

During the “on-the-job” visit, your trainer will provide training and conduct assessments. You will be required to complete some assessment tasks and activities between scheduled visits, while having access to the trainer by phone for guided assistance if required.

If some of the component of the qualification couldn’t be delivered on your workplace, you may be required to attend training sessions and/or workshops. Your assessor will advise the type and scheduling of attendance at training sessions, as required.
“Class-based” Delivery

You are required to attend VIT locations for your training on a regular schedule basis.

Class schedules are available from your VIT representative or via the VIT website. Our Student Services Officer will call you to confirm your class schedule or you can contact our Student Services Officer directly on dom@vit.edu.au or phone (03) 9670 7848.

Hospitality “class-based” delivery information

a. **Location**: VIT Cafe - 413 Johnston St, Abbotsford VIC 3067
b. **Learning Materials**: Materials including all assessment tools and any handouts will be provided by your trainer.
c. **Prescribed Text Books**: If you have not pre-paid for your text book(s) during enrolment, you may purchase them at a later date from VIT. Prescribed text books can be a great resource in order to assist you to complete your qualification.
d. **Uniform, Toolkit and Boots**: You will be required to purchase a chef’s uniform (including steel capped boots) and have a set of knives available for your personal use during this program.

Information Digital Media & Technology, English, IT and Training & Assessment “class-based” delivery

a. **Location**: VIT Office Reception – Level 14, 123 Queen Street, Melbourne VIC 3000
b. **Learning Materials**: Materials including all assessment tools and any handouts will be provided by your trainer.
c. **Prescribed Text Book**: If you have not pre-paid for your text book(s) during enrolment, you may purchase them at a later date from VIT. Prescribed text books can be a great resource in order to assist you to complete your qualification.

“Blended” Delivery

Put simply, this means your qualification has a mix of both “on-the-job” and “class-based” components and you will need to complete both, in order to successfully complete the qualification.

Regarding Certificate III in Information, Digital Media & Technology only, a trainer will visit your workplace for the “on-the-job” component of the course, or if your workplace is not appropriate, at an agreed location such as a library or cafe in your local area.

The remaining components of the qualification will be conducted via “class-based” delivery which is scheduled by the Student Services Officer.

Therefore, you should expect to receive a call from both your trainer (for your “on-the-job” component) and our Student Services Officer (for “class-based” scheduling).
8. Assessment

During the course you will be required to demonstrate that you have gained the knowledge and skills required for the qualification. This process is broadly called “Assessment”.

Qualified assessor (normally your trainer) is responsible for your assessment and to assist you achieve competency in the required units. Assessments are marked as “satisfactory” or “not satisfactory”. If you are deemed “satisfactory” in all method of assessments of that unit, you will be deemed “competent” for that unit.

The following assessment methods may be applied to confirm evidence of competency:

- Written Questions
- Projects
- Assignments
- Case Studies
- Practical Observation
- Demonstration
- Third party Reports
- Portfolios

Assessment is competency-based and is designed to determine whether you can demonstrate the target competencies. Should you be unable to demonstrate competency at a given time, a reassessment can be arranged at an appropriate later date (this may incur extra cost).

Where the result of the assessment is that you are “not satisfactory”, you are able to discuss with the trainer/assessor your options of reassessment. You may require further training in order to develop competence in the required areas.

You have the right to appeal any assessment decision, within 14 days of receiving notification of the decision made in relation to the assessment outcome. Appeals must be made in writing to the Academic Coordinator at VIT (refer to Section 10. below, “Complaints and appeals procedures”, for more information.)

9. Student Code of Conduct

VIT (Victorian Institute of Technology)’s responsibility is to provide an inclusive learning environment. The Code of Conduct has been formulated as a set of principles for all students to follow and adhere to. It provides a clear statement of what is expected of students in regards to study and personal behaviour.

VIT expects that students will be committed to their studies, interact in a positive and respectful manner with both staff and students and operate in an ethical manner. This policy provides details of expectations of student behaviour/conduct as well as providing details of the possible consequences to students if they are in breach of the Code of Conduct.
Personal conduct

All students must:

a. treat all staff, trainers, consultants, contractors, volunteers and any other members of the public and other students with respect, dignity, impartiality, courtesy and sensitivity
b. maintain a cooperative and shared approach to inter-personal relationships
c. act honestly and ethically in their dealings with VIT staff, honorary appointees, consultants, contractors, volunteers, any other members of the public and other students
d. maintain fee payments as set out on the VIT approved instalment plan
e. respect the privacy of employees, honorary appointees, consultants, contractors, volunteers and any members of the public and students
f. ensure that they do not become involved in or encourage discrimination against or harassment or bullying of VIT staff, consultants, contractors, and volunteers, any members of the public or students
g. dress in a neat and tidy fashion when participating in classroom or any other activities where they are representing VIT. The choice of clothing must be appropriate for each session. Students should be aware of the dress regulations while working in the VIT Kitchens or Workshops. These would be informed to the respective students by the Course coordinators or the trainers. It is mandatory that students comply with VIT’s dress code

Course Study Conduct

All students must:

a. act ethically and honestly in the preparation, conduct, submission and publication of course work, and during all forms of assessment, including formal examinations and informal tests
b. avoid any activity or behaviour that would unfairly advantage or disadvantage another student’s course study
c. behave professionally, ethically and respectfully in all dealings with VIT’s learning partners during “on the job” training
d. submit their work when required
e. not engage in cheating or plagiarism

Misconduct

Misconduct can be defined as unacceptable behaviour which does not reflect safe practices set out in the related Policies and Procedure on the website as well as the Code of Conduct itself. Any student found not to abide by these afore mentioned will be subject to disciplinary procedures as set out below.

Disciplinary Procedures: If a student breaches VIT’s Code of Conduct, the following disciplinary procedures will be followed:

1. The training services will be withdrawn if the actions of the students are found to be disruptive to other participants or if the student does not clear his/her outstanding tuition fee payments. Student(s) would be directed to a nominated Administrative area where the issue would be discussed and a time and date would be fixed for the student to appear for resolution of the issue.

2. The issue would be discussed at the appointed time with the student(s) and the meeting and its outcomes will be documented, signed by all parties and included in the student’s personal file. If the student refuses to sign, an additional VIT staff or another student can sign as witness and this will be treated as additional breach of Code of Conduct.
3. Should the issue or behaviour continues to be unresolved, as a result of the students inaction, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be attached to the student’s personal file. Failing this, the student’s enrolment will be cancelled at VIT.

10. Complaints and appeals procedures

VIT (Victorian Institute of Technology) herein after referred to as VIT, has a Student Complaints and Appeals Procedure by which, it ensures that students will be granted immediate access to the Institute’s complaints and appeals process. The procedure applies to all complaints, and arising appeals, for students of the Institute irrespective of the basis. The Institute will ensure that:

a. All disputes, complaints and appeals will be handled professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution
b. All parties will have a clear understanding of the steps involved in the procedure, prior to, and during the carrying out of the procedure
c. Prospective students are provided with a copy of the policy before making a contract to enrol, and again at course commencement
d. Relevant staff members are familiar with the policy.

Students may raise any matters of concern relating to teaching/training delivery and assessment, certification, compliance, student amenities, discrimination, harassment and any other issues that may arise.

VIT will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation

Stage One: Informal resolution

Students are encouraged to resolve the concern or difficulty directly with the staff member(s) and/or student(s) concerned. Any parties who have a complaint in the first instance are encouraged to approach the respondent with the object of informal resolution. However, it is recognized that this is not always appropriate, e.g. in cases of sexual harassment. If the complaint is not able to be resolved at this stage, the individual with the complaint has the right to consult, in confidence, any one of the following persons or bodies listed below:

- Operations Manager where the complaint involves a member of staff;
- Manager Student Administration
- The VET Coordinator
- A person designated by the CEO on behalf of the Institute as a complaints adviser.

Stage Two: Formal resolution - internal

Where a complaint cannot be resolved informally, the student may submit a formal complaint in writing to one of the above personnel as appropriate. It should be noted that, at this stage, a formal serious complaint is being lodged. All reasonable measures will be taken to finalise the process as soon as practicable. The student will be advised that there will be minimal or no cost to themselves. A formal complaints/appeals form is available from
the Student Services Officer. All complaints/appeals must be responded to and acknowledged in writing. The Manager Student Administration will arrange a meeting consisting of relevant staff, in order to facilitate a resolution within 10 days of receipt of the complaint. The complainant will be given an opportunity to attend an interview and to formally present his or her case, which may include the respondent being present. A nominee, who is not a legal practitioner, may also be present at any stage of formal resolution process. At the end of the hearing the student will be given a written statement of the outcomes, including reasons for the decision within three (3) working days of the decision being made.

a. If the outcome of the internal appeals process results in a decision favouring the student the Institute will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

b. Please note that where the appeal relates to the Institute’s decision to cancel a student’s enrolment, the Institute will maintain the student’s enrolment until the outcome of the external appeal is known, except where the decision to cancel relates to bad behaviour and the Institute has grounds for believing that to continue enrolment will negatively impact other students and/or staff of the Institute.

Stage Three: Formal resolution - external

If a student does not agree with the Internal Appeals decision, a student may also appeal one external source, prior to the final decision to be made. If the External Appeal by the student is successful VIT will abide the recommendation of the external appeals body.

Students can exercise their rights to other legal remedies or obtaining advice from other authorities or agencies like Consumer Affairs, Legal Aid or VCAT.

External Mediation Remedies

Nothing contained in this Complaints and Appeals procedure prevents a student from exercising their rights to other legal remedies or obtaining advice from other authorities or agencies such as:

- The Law Institute of Victoria on or www.liv.asn.au for referral to a solicitor Ph: (03) 9607 9311, Fax: (03) 9602 5270, Email: lawinst@liv.asn.au
- Consumer Affairs Victoria Ph: 1300-55-8181, 03-96705088 or 03-96296898 www.complaintline.com.au
- The Equal Opportunity Commission Victoria on 9281 7100 or www.eoc.vic.gov.au

If a Student commences external action, any action contemplated or in progress under VIT Procedures or Policies shall cease and shall not be dealt with further unless referred back to VIT by the external authority.
Freedom of information and Privacy issues must be considered and adhered to at all times and throughout the dispute resolution process. The original written complaint together with a copy of the acknowledgement and any responses or correspondence related to the complaint or appeal, is retained in the student’s hard file record.

11. Privacy Act and freedom of information

VIT abides by the Freedom of Information and Privacy Act, and has implemented privacy principles to protect the privacy of your information.

These principles include:

- Nondisclosure of your personal details to any unauthorised person, and
- Nondisclosure of details of training and assessment conducted for any student to any unauthorised person.

VIT is required to provide National VET Regulator with student and training activity data which may include information provided in your Application form. Information is required to be provided in accordance with the VET Student Statistical Collection Guidelines.

National VET Regulator may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, State Training Authorities may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

**Victorian Training Guarantee students**

VIT is required to provide the Victorian Government, with student and training activity data which may include information that you provided in the Application form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines.

Victorian Government may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. The Education and Training Reform Act 2006 requires VIT to collect and disclose your personal information for a number of purposes including the allocation of a Victorian Student Number and updating your personal information on the Victorian Student Register.

**Access to records**

Learners have the right to timely access to current and accurate records of their participation and progress.

You have the right of access to:

- Your own enrolment information
- Your own attendance records
- Your own learner file and anecdotal notes
Dependant on your learning delivery and the type of information you are seeking, VIT may provide your record in one of the following forms:

- Training Records
- Print-based records such as results from completing a workbook or practical assessment
- Online

We aim to provide you an up-to-date copy of your training record within five (5) business days of receiving your request.

12. Refund policy

Government Funded Training (GFTP) - The Victorian Training Guarantee

- If a student withdraws by written notice, at any time prior to the commencement of training, a full refund of all Listed Tuition fees and Learning Material fees, paid by or on behalf of the student, will be refunded.
- If a student withdraws by written notice, at any time after the commencement of training, a pro-rata refund will be granted of all paid Listed Tuition fees only, in proportion to those scheduled nominal hours not yet undertaken.
- If the course is cancelled by VIT, a full refund of the paid Listed Tuition Fee and the pro-rata portion of any paid Learning materials fees that have not been used in the program, will be refunded.
- If the course is cancelled by VIT or a student withdraws from the course, any already-supplied Prescribed Text Book purchases remain the property of the student. Any paid fees of any Prescribed Text books which have not yet been supplied, will be refunded.
- A written request for a refund must be lodged by the student for the consideration of a refund.
- Refunds may be granted in other circumstances at the discretion of the CEO.

Fee for Service (Full fee paying students)

- If a student withdraws from the course within twenty eight (28) days or more prior to the commencement, all fees paid, less a $250.00 administration fee, will be refunded or transferred to another course or service.
- If a student withdraws by written notice at any time after the commencement, no refund will be given, including any fees paid for Learning Materials.
- If the course is cancelled by VIT, a pro-rata refund of the paid Listed Tuition Fee and the pro-rata portion of any paid Learning materials fees that have not been used in the program, will be refunded.
- If the course is cancelled by VIT or a student withdraws from the course, any already-supplied Prescribed Text Book purchases remain the property of the student. Any paid fees of any Prescribed Text books which have not yet been supplied, will be refunded.
- A written request for a refund must be lodged by the student for the consideration of a refund.
- Refunds may be granted in other circumstances at the discretion of the CEO.

13. Contact

Student Services Officer
(VIT) Victorian Institute of Technology
Level 14, 123 Queen Street, Melbourne, 3000
Telephone: (03) 9670 7848, Email: dom@vit.edu.au