Student Handbook

(Domestic)

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VIT (Victorian Institute of Technology), Level 14, 123 Queen St, Melbourne, Victoria 3000, Australia			
Phone: (613) 9670 7848, Email: info@vit.edu.au			

Introduction

Welcome to the Victorian Institute of Technology (VIT). We aim to provide you with a smart start to your education, giving you a better and brighter future.

VIT is a Higher Education provider through our Bachelor of Information Technology and Systems (BITS) course. We are also a Registered Training Organisation (RTO) and a Microsoft Certified Partner since 2000.

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, audiovisual equipment and personal computer labs. VIT's resource centre includes a Higher Education electronic library that allows our students to access over 1,000 full-text e-Journals, plus 2,500 e-Books, all accessible 24/7. In addition we have English Language, Business, Commercial Cookery, Patisserie, Hospitality, IT and Multimedia reference books for students to use on premises.

At VIT, we help our students develop interesting and challenging careers by imparting skills that are in high demand globally. Our courses specifically focus on industry needs and bridge the gap between Secondary Education and Post Graduate Studies. We give our students a solid foundation, in order to pursue their career goals.

Our Institute has established a sound reputation for delivering quality education since 1998. Students receive practical and theoretical training.

Our team has extensive experience in the education and training industry. Feel free to visit our website www.vit.edu.au for further information.

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.

Professor Richard Carter
Chair, Board of Studies

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Student selection, enrolment and orientation

Student Selection

Students will be selected responsibly and ethically at all times and selection will be consistent with any curriculum requirements. The Institute 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 processes include people from diverse backgrounds, take any special needs of students into account and provide support strategies for disadvantaged students.

The entry requirements have been designed for maximum flexibility. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.

Applicants refused admission to the qualification are able to submit an appeal to that refusal. Applicants should contact the Institute to discuss the appeal.

Enrolment

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 though relevant work experience, work samples, interview or the Institute examination.
e. In addition to meeting the academic requirements, applicants must demonstrate their competence in English language levels when submitting their application.
f. Students must also meet any individual course special entry requirements as specified by the Institute.

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 VET 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 cancelled.

I have enrolled in a Government Subsidised Training Program – Skills First Program

Now is the ideal time to make a start on gaining new skills, or upgrading your existing skills, to help you get the job you want.

The Skills First Program makes vocational 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.

Please Note: Enrolling in Government-Subsidised courses, may affect your future training options and eligibility for further government subsidised training under the Skills First Program.

Further information is available on:

http://www.education.vic.gov.au/training/learners/fees/Pages/funding.aspx

http://www.education.vic.gov.au/skillsfirst/Pages/about.aspx

Am I eligible for a government-subsidised training place?

Generally, 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 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification

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?

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses at the Certificate III level, you may only commence courses at the Certificate IV level (or above).

This restriction does not apply to courses on the Foundation Skills List or to students recommencing training in the same qualification (at the same or a different provider).

Under exceptional circumstances students may apply for an exemption to the rule allowing only two commencements at the same level, enabling them to enrol in a further qualification at the same level. See the Frequently Asked Questions for information about this. No exemptions are available for any other eligibility criteria.

In addition, eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time.

Apprenticeships

If you are seeking to enrol in an apprenticeship (not a traineeship) and you have already commenced two courses in that same year, 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 Pre-Apprenticeship and Pathway qualifications list:

Pre-Apprenticeship and Pathway Qualifications List (pdf – 20.72kb)

I am enrolling as an Apprenticeship or Traineeship

An apprenticeship/traineeship is a training contract between an employer and an employee in which the apprentice/trainee learns the occupation or trade while on the job. While we at the Institute are responsible for your training, your apprenticeship or traineeship is managed by a separate entity known as an Australian Apprenticeship Support Network (or AASN).

An AASN 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 AASN representative

You have the freedom to select your AASN. For all queries regarding your apprenticeship/traineeship, please contact your nominated Australian Apprenticeship Centre.

What is Unique Student Identifier (USI)?

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

In time your USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016. When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life. Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

Create a USI

All students must have a USI to enrol in any the Institute course.

If you do not have one, you can create on free of charge through the following website:
http://www.usi.gov.au/Pages/default.aspx

I require Credit Transfer and/or Recognition of Prior Learning

The Australian Qualifications 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
- assessment using appropriate evidence-gathering methods and tools
- recording the outcome, and
- communicate the outcome to the students

RPL assessment:

- will be undertaken by academic or training 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 upon request from your trainer or email student.services@vit.edu.au. 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.

What is Pre-Training Review?

Pre-Training Review is a two stage process. Part (A) and (B)

Students are required to complete Part (A) of the Pre-Training Review along with the Application form. When received, you will complete Part (B) with your trainer who will assess you to ensure you have selected the appropriate course based on: your aspirations and goals, suitability to the course, and to ensure you have the appropriate level of Language Literacy and Numeracy in order to successfully complete the course. The trainer will advise of your acceptance or non-acceptance into the qualification accordingly.

Orientation is provided to students as part of the enrolment process.

I require 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.

How will Training and Delivery occur?

The Institute 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 trainer conducts a pre-training review prior to the commencement of your course. This is designed to ensure:

a. assessment of current competencies (including language, literacy and numeracy skills), assessment of competencies previously acquired and for ensuring that the proposed learning strategies are appropriate
b. devise a training plan appropriate to your needs

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 required.

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 any component of the qualification cannot be delivered at your workplace, you may be required to attend training sessions and/or workshops in our classrooms. Your trainer will advise the type and scheduling of attendance at training sessions, as required.

Class-based Delivery

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

Class schedules are available from the Institute representative or via the Institute website (Class Based Timetable (Domestic and Government Subsidised Students). Our Student Services Officer will contact you to confirm your class schedule, or you can contact our Student Services Officer directly on student.services@vit.edu.au or phone (03) 9670 7848.

Hospitality class-based delivery information

a. **Location:** VIT Cafe - 413 Johnston St, Abbotsford VIC 3067 and the Institute 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 Books:** If you have not pre-paid for your text book(s) during enrolment, you may purchase them at a later date from the Institute. 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 kit (including uniform, knives, steel capped boots and carry toolkit) available for your personal use during this program.

English, IT and Training & Assessment "class-based" delivery

a. **Location:** the Institute 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 the Institute. 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.

Our Student Services Officer will contact you to confirm your class schedule, or you can contact our Student Services Officer directly on student.services@vit.edu.au or phone (03) 9670 7848.

Who will assess me?

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".

A 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 person responsible for your assessment will be:

- Qualified as competent against the Competency Standards for Assessment
- An expert in the skills and knowledge being assessed (or be assisted by someone else who is an expert)
- Know the competency standards and their assessment requirements for the range of units they are approved to assess

- Know current industry practices for the job or the role against which the performance is being assessed

Your assessor is required:

- To be fair and reasonable during assessment
- To be familiar with the field, with relevant industry standards and OH&S requirements and to be up to date with assessment methods and procedures appropriate for the students and learning environment
-
- To negotiate flexibility with students regarding the type of assessment, taking into account Flexible Delivery, EEO and antidiscrimination principles, and the particular needs and circumstances of students
- To advise students, with sufficient time, regarding any upcoming assessment tasks
- Provide the students with the assessment criteria/context and purpose of the assessment
- To advise students of the Recognition of Prior Learning (RPL) processes
- To make proper assessment decisions based on explicit evidence of competency
- To use cost and time effective methods and materials appropriate to the assessment
- To consider the authenticity, validity, relevance to the learning outcomes, currency and variety of assessment evidence
- To systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test.

How will I be assessed?

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

Demonstration

Role-play/Simulation Scenario/ On-the-job

The assessor is to use a summary of competence (checklist) compiled from the evidence guides

Written Evidence

Questions, case studies, projects, etc...

Documentary evidence

Spreadsheets, minutes of meetings, data supporting sales results, emails, performance appraisals, etc...

Interview/Oral Questioning

During the summative assessment and to supplement any gaps in the assessment submission. If for any reason the workbook/project cannot address the needs of the individual or the enterprise, the assessor is at liberty to supplement the assessment with appropriate questions on the day.

Third party validation to ensure the credibility of the assessment process.

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Report or references from the participant's manager/supervisor based on a summary of competence (checklist) compiled from the evidence guides.

These assessments focus on the student's knowledge and skills associated with the learning topic. Applied knowledge and skills are assessed through case study scenarios as well as real workplace scenarios, where appropriate.

To help you with your assessment, the following facilities may be provided:

- Learning guides
- Assessment guides and outcomes
- Access to your Trainer post course will be via email or phone support; they will also provide ongoing feedback on your learning and application of the skills
- Relevant workplace equipment
- Information resources
- Relevant workplace environment or simulated workplace environment
- Real or simulated work tasks

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 or you successfully appeal assessment results, a reassessment can be arranged at an appropriate later date (this may incur extra cost).

The VET Coordinator is required to ensure operational compliance with regulatory principles and standards, and to review, evaluate and adjust, as necessary, assessment systems and procedures for validity, reliability, flexibility and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and student input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

If you do not feel that you are ready to do the assessment at the time or to the agreed timetable, a future assessment date can be organised. You will need to consult with your Employer and the relevant agreement held as to your rights and responsibilities.

Where the result of the assessment is that you are not yet competent, you can discuss with the trainer/assessor the options of reassessment or to have further training that will give you the opportunity to develop competence in the required areas.

You have the right to appeal within 14 days of receiving notification of the decision made in relation to the assessment outcome. Appeals must be made in writing to the VET Coordinator at the Institute (refer to Section 9 below, "Complaints and appeals procedures", for more information.)

Attending training sessions

You may be required to attend additional training sessions/workshops and/or visits. Your assessor will advise the type and scheduling of attendance at training sessions, as required.

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.

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Assessment appeal

You have the right to appeal within 14 days of receiving notification of the decision made in relation to the assessment outcome. Appeals must be made in writing to the VET Coordinator at the Institute.

If the appeal is not finalised satisfactorily, the assessment will be referred to an independent assessor (agreed upon by the student and the Institute). The assessment appeal decision will be final once it has been referred to an independent assessor.

Participants have up to 8 weeks (post appeal notification) to confirm a date with the assessor for the re-assessment components of the unit of competency. An alternative assessment or assessor may be sought.

What is expected regarding student Code of Conduct?

The Institute has a responsibility 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.

the Institute 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 the Institute staff, honorary appointees, consultants, contractors, volunteers, any other members of the public and other students
d. maintain fee payments as set out on the Institute 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 the Institute staff, consultants, contractors, and volunteers, any members of the public or students
g. dress in a neat and tidy fashion when participating in class room or any other activities where they are representing the Institute. The choice of clothing must be appropriate for each session. Students should be aware of the dress regulations while working in the Institute Kitchens. These would be informed to the respective students by the Course coordinators or the trainers. For OHS reasons it is mandatory that students comply with the 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 the Institute's learning partners during "on the job" training
d. submit their work when required
e. not engage in cheating or plagiarism

Plagiarism

You must not take the work of others and present it as your own. While cooperative effort and the sharing of information are encouraged, you must ensure your assignments and assessments are representative of your own effort, knowledge and skills. Failure to do this is known as plagiarism and may result in the assignment/assessment being deemed to be "not yet competent" by the assessor.

Misconduct

Misconduct can be defined as unacceptable behaviour which does not reflect safe practices. Any student found not to abide by this conduct will be subject to disciplinary procedures as set out below.

Disciplinary Procedures: If a student breaches the Institute'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 admin file. If the student refuses to sign, an additional the Institute 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 admin file. Failing this, the student's enrolment will be cancelled.

What is the Complaints and Appeals procedure?

The following is the Student Complaints and Appeals procedure by which, it ensures that ALL 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 its 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 training delivery and assessment, certification, compliance, student amenities, discrimination, harassment and any other issues that may arise.

The Institute 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:

- The VET Coordinator, or
- 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 Manger 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 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.

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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 the Institute 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:

- Australian Skills Quality authority (ASQA) Ph:1300 701 801, http://www.asqa.gov.au/

- 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

- Victorian Civil and Administrative Tribunal (VCAT) contact: http://www.vcat.vic.gov.au/contact-us http://www.vcat.vic.gov.au/

- The Equal Opportunity Commission Victoria on (03) 9281 7100 or www.eoc.vic.gov.au

If a student commences external action, any action contemplated or in progress under the Institute Procedures or Policies shall cease and shall not be dealt with further unless referred back to the Institute 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.

Privacy Act and Freedom of Information

The Institute 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

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The Institute is required to provide the 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.

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 enrolment information and
- Your academic file

Dependent on your learning delivery and the type of information you are seeking, the Institute 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 made to student.services@vit.edu.au.

What is my Cooling off period?

As per your rights under consumer law, you have the right to cancel your agreement without payment or penalty within ten (10) business days of your enrolment.

What is the Refund policy?

Government Subsidised Training (GFTP) - The Victorian Training Guarantee

- A Non-Refundable $199 Application Fee applies per course enrolment.
- 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 the Institute, 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 the Institute 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 the Institute, 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 the Institute 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.

Contact

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

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