

INTERNATIONAL STUDENT HANDBOOK



**INTERNATIONAL
TECHNICAL
INSTITUTE**

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About ITI

International Technical Institute (ITI) is an accredited Registered Training Organisation (RTO) and CRICOS provider. As an RTO/CRICOS Provider, we train and assess students toward nationally recognised Australian Qualifications Framework (AQF) qualifications. We are registered with and regulated by the Australian Skills Quality Authority (ASQA). ITI will continue to serve both the International and Domestic student in the field of Carpentry, painting and decoration and Building and Construction.

We welcome you to ITI and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

Our Academic and support staff is highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

This handbook was developed to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with ITI.

This handbook provides international students with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

Please take some time to read this handbook and familiarise yourself with its content.

Welcome – Message from CEO

I am proud to welcome you to ITI. Our team of professionals have dedicated themselves in developing a vocational college that is linked to quality education, practical experience and industry networks. Being innovative our inspirational network of leaders will guide you through all levels of your education and will be here to support your dreams, linking your education to your future.

As a student, you also have responsibilities towards the Institute, your colleagues and the staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a student to ensure that you have read and understood all policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer for assistance.

The quality of your experience with ITI depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.

All of us at ITI look forward to making your experience both enjoyable and rewarding. I am very excited to see how you use ITI to empower your future. Welcome to ITI. “Knowledge is endless”.

Warmest regards,

CEO

College Location and nearby amenities

ITI operates from Melbourne CBD. ITI's campus is at Suite 2, Level 15, 190 Queen Street, Melbourne VIC 3000. All administrative offices and classes, are located at this address. The campus is easily accessible by road and by public transport.

At Training workshop students are not allowed to enter without appropriate PPE and tools.

Head office: Suite 2, Level 15, 190 Queen Street, Melbourne VIC 3000



Workshop: 38 Steel Street, North Melbourne VIC 3051



Facilities

As a student at ITI, you can avail of our numerous facilities, including:

- Excellent Teaching Facilities With Presenter Computer And Data Projector
- Computer Labs With Easy Access For Students
- Access To Library Resources
- Free Internet Access
- Student Recreation Area
- Photocopy And Printing Facilities.
- Tea and coffee making facilities

Aims and Objectives

ITI is committed to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.

ITI promises to:

- ❖ Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- ❖ Maintain a friendly and helpful; approach to students / clients.
- ❖ Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- ❖ Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.
- ❖ Provide quality training and assessment by qualified staff and resources of a high standard.
- ❖ Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- ❖ Market services accurately and professionally
- ❖ Offer skills recognition (RPL) as an assessment option to all of our clients
- ❖ Recognise nationally recognised units of competency and award credits as applicable
- ❖ Ensure training is appropriate to student/client needs by continual review of scope and delivery
- ❖ Take reasonable care to look after the health and safety of others
- ❖ Respect the privacy and confidentiality of clients and client's information.
- ❖ Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- ❖ Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact a ITI staff.

Our Business Philosophy

The objective of ITI is to provide quality training in selected subjects to meet the needs and expectations of our clients. Our goal is to provide high quality vocational education and training to our clients. We will achieve this by constantly striving to surpass our clients' needs in terms of quality and value and by doing so create mutually beneficial relationships.

Operating hours

ITI's admin staff hours of operation are 9:00am to 6.30 pm Monday to Sunday (except public holiday). Class training time will be provided at the time of orientation with complete schedule of delivery of qualification.

Organisation Structure

Role	Staff member
CEO	Ravinder Singh ceo@iti.edu.au
Marketing manager	Kanishka marketing@iti.edu.au
Administrator Admissions Officer Support Staff	Rashmi Administration@iti.edu.au

Selection process and ITI declaration

ITI is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015) and CRICOS standard (national code 2018). As such, ITI is required to comply with relevant Commonwealth, State and Territory laws, ESOS ACT regarding and including anti-discrimination and equal opportunity. ITI is committed to provide the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information about the RTO, its services and performance to prospective and current clients to enable them to make an informed choice about their enrolment and chosen course/qualification with a quality provider.

ITI is committed to ensuring all clients enrolling on courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

ITI will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies. Current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make informed decisions about undertaking training and assessment. This will be prior to enrolment or the commencement of training and assessment, whichever comes first.

ITI Principles

ITI provides accurate, relevant and up-to-date information to clients and prospective clients, prior to enrolment or commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.

- ❖ ITI maintains an up-to-date website with full client information.
- ❖ Course flyers have been developed for each training product and are available to all current and prospective clients.
- ❖ All information provided to current and prospective clients.
- ❖ All marketing accurately represents the services being provided and training products on scope of registration.
- ❖ Makes reference to another person or organisation only if that person or organisation has given consent.
- ❖ When in use includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015.
- ❖ Makes clear where a third party is recruiting prospective learners for the RTO on its behalf.
- ❖ Distinguishes where the delivery of training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third-party provider.
- ❖ Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO.
- ❖ Only advertises non-current training products while they remain on the scope of registration.
- ❖ Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised.

ITI does NOT guarantee that:

- ❖ A client will successfully complete a training product.
- ❖ A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package.
- ❖ A client will obtain a particular employment or migration outcome where this is outside the control of ITI.

Client information

ITI provides clear information:

Prior to enrolment or the commencement of training and assessment, whichever comes first, ITI provides, in print or through referral to an electronic copy through website current and accurate information that enables the learner to make an informed decision about undertaking training with ITI. Information provided to current and prospective clients will include, but is not limited to:

- ❖ RTO code/CRICOS number.
- ❖ Course outcomes and pathways.
- ❖ Training products offered.
- ❖ including services, course content and vocational outcomes, as per scope of registration.
- ❖ Full code, title and currency of training product, as published in the national register.

- ❖ Estimated duration of the course.
- ❖ Expected course location(s).
- ❖ Training and assessment arrangement, including modes of delivery available.
- ❖ Enrolment and selection processes.
- ❖ Name and contact details for third party providers; (if applicable).
- ❖ Obligations to the client, including quality assurance.
- ❖ Certification.
- ❖ Fees and charges, including
 - deposits
 - payment options and obligations, specifically under any government subsidy and financial support arrangements (as applicable) and exemptions (where applicable).
- ❖ Refund policy and processes.
- ❖ Provision for language, literacy and numeracy assistance and support.
- ❖ Educational and support services.
- ❖ Legislative and occupational licensing requirements (as relevant), Industry licences or regulated outcomes (relevant to course offerings).
- ❖ Flexible learning and assessment options.
- ❖ Appeals and complaints procedures.
- ❖ Recognition of prior learning and Credit transfer arrangements.
- ❖ Participant responsibilities and expected standards of behaviour.
- ❖ Third party provider obligations and assurances (if applicable)
- ❖ Materials and resources to be provided by the client.
- ❖ Any requirements ITI requires the learner to meet to enter and successfully complete their chosen training product.
- ❖ Any materials and equipment that the learner must provide.
- ❖ Information on the implications for the learner of government training entitlements and subsidy arrangement in relation to the delivery of the services (if applicable).
- ❖ RTO/CRICOS Provider obligations, student obligations, third party obligations and employer obligations (if applicable).
- ❖ Client support.
- ❖ Course resource requirements (additional or supplied).

Each of the following areas of information can be found in a variety of documents and publications made available to students and prospective students.

Information pack

- ❖ Code, title, currency of training product
- ❖ Duration
- ❖ Location and mode of delivery
- ❖ Support services reference
- ❖ Required minimum work hours

RTOs obligations

- ❖ Quality of the training and assessment in compliance with the Standards
- ❖ For the issuance of AQF certification documentation.
- ❖ Informing learner as soon as practicable any changes to agreed services (third party arrangements or change in ownership, closure of the RTO) – for more information see changes to agreed services later in this document.

ESOS Framework and Learner's Rights

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

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course, that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students

(CRICOS) at: <https://cricos.education.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location and match the information on CRICOS.

Learner's rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your education agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
 - How to use your provider's student support services;
 - Who the contact officer or officers are for overseas students;
 - a) If you can apply for course credit;
 - b) When your enrolment can be deferred, suspended or cancelled;
 - What your provider's requirements are for satisfactory progress in the courses you study;
 - If attendance will be monitored for those courses;
 - What will happen if you want to change providers; and
 - How to use your provider's complaints and appeals process.

Your responsibilities

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

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course,
- Follow your provider's course progress policy; and

The ESOS Framework can be found at;

<https://www.education.gov.au/esos-framework/esos-legislative-framework>

General enquiries:	Online: ESOS Online Enquiry Form
Visa enquiries:	Phone: 131 881 (within Australia) Online: Department of Home Affairs
PRISMS Help Desk:	Email: prisms@dese.gov.au
ARC Hotline:	Phone: 1300 793 993 (January–April each year within Australia) Email: esosarcmailbox@dese.gov.au

<https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

The ESOS Act 2000 is an Australian Government Act that controls the delivery of international education in Australia that was introduced to provide a legislative framework to ensure the quality of programs and services provided to international students and to ensure that the rights of international students are protected.

The National Code 2018 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) is part of the ESOS legislative framework and it provides nationally consistent standards for the conduct of registered providers of international education and the registration of their courses.

The National Code can be downloaded here; <https://www.legislation.gov.au/Details/F2017L01182/Download>

The ESOS Act only applies to international students studying in Australia on a student visa. It is not applicable to students who are studying in an offshore location who are not studying under a student visa as issued by the DHA.

Learner's obligations

- ❖ Any requirements that ITI require the student to meet to enter and successfully complete their chosen training product
- ❖ Any materials/equipment that the student must provide
- ❖ The trainer/assessor will conduct an assessment of the required resources prior to commencement of training and assessment which forms the basis of the training contract.

Review process – RTOs /CRICOS provider obligations

ITI systematically monitors its practices to ensure ongoing compliance. That is, information provided to students is systematically monitored to ensure it is accurate and up-to-date ensuring responsibility for the quality of training in compliance with these Standards.

Changes to agreed services/ training contract

Where there are any changes to agreed services, ITI will advise clients as soon as practicable (including any changes in relation to a new third-party arrangement, a change in ownership or changes to existing third-party arrangements or

If the RTO/CRICOS Provider, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in the following applies:

When changes to agreed services/training contract occur ITI will:

- ❖ Notify the enrolled learner within 30 days of any changes to existing third-party arrangements
- ❖ Notify the enrolled learner within 30 days any changes in relation to a new third-party arrangement
- ❖ Notify the enrolled learner within 30 days a change in ownership or upper managerial agent
- ❖ Notify the enrolled learner within 30 days if the RTO/CRICOS Provider, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- ❖ All correspondence will be in the form of:
 - ❖ Email
 - ❖ Letter via mail
 - ❖ Website message will be placed on the website within 48 hours advising of the changes made

Inform and protect learners

Where ITI collects fees from the individual learner, either directly or through a third party, ITI provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

Fees are collected in accordance with the Fees and charges policy. All relevant fee information including the following but not limited to also form a part of the written agreement:

- ❖ fees that must be paid to ITI, and
- ❖ payment terms and conditions including deposits and refunds
- ❖ the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- ❖ The learner's right to obtain a refund for services not provided by ITI in the event the:
 - arrangement is terminated early, or
 - ITI fails to provide the agreed services.

Student Support and Welfare Services

Educational Support

ITI will assist the student during their study and will provide student support all the time for general services and assist in any event or where possible refer to the right body. These events could be:

- On-arrival reception and orientation programs
- Academic issues
- Attendance issues
- Payment of fees issues
- Other issues including personal matters
- Facilities and resources;
- Complaints and appeals policy and process
- Updating student information
- Assistance with finding accommodation, prayer and worships rooms
- Assistance with finding general facilities as bank, shops and food outlets
- Support services for the transition to life and study in Australia
- Organise and issue the Student ID card
- Provide timetable

ITI will provide educational and support services may include, but are not limited to:

- Pre-enrolment materials.
- Study support and study skills programs.
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs.
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity.
- Learning resource centres.
- Library services.
- Mediation services referrals to these services.
- Flexible scheduling and delivery of training and assessment.
- Counselling services referrals to these services.
- Information and communications technology (ICT) support.
- Learning materials in alternative formats, for example, in large print.
- Learning and assessment programs contextualised to the workplace; and
- Any other services that the RTO considers necessary to support learners to achieve competency

Support services provided by ITI are free of charge; however, any fees and charges incurred from external support services will be the responsibility of the student.

Other Student Support Services

- The primary mechanism for student support is through the CEO and Administration Manager who is responsible for responding to requests for assistance from students.
- Students requiring additional assistance will be referred to the appropriate Institute staff, e.g, Trainers, Admin Officer, or to an appropriate external support provider if this is considered appropriate.
- Before a student is referred to an appropriate external support provider the Administrative staff must seek approval from the Chief Executive Officer or the Administration Manager.

Living and studying in Australia

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

The Handbook provides you with information about the courses we offer how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport and so much more.

Study in Australia

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

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

Living in Australia

[Live in Australia \(studyinaustralia.gov.au\)](http://www.studyinaustralia.gov.au)

Life in Australia Book

<http://www.homeaffairs.gov.au/Trav/Life/Aust#>

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as <http://www.homeaffairs.gov.au/>

Applying for a Student Visa – <http://www.homeaffairs.gov.au/Trav/Visa-1>

Student visa

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Above website explains the step-by-step process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid minus the non-refundable admission application fee. For further information refer to Fees and Charges Policy.

VISA Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.

- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify ITI of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.

Note: ITI only accepts students 18 years and over as stated in the entry requirements.

Remain with the principal education provider for 6 months unless you are granted release from the education provider through system to attend another institution (Refer to Transfer Provider policy and procedure)

Arranging travel and documentation to bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Victoria at least 2 weeks before your course orientation to give you time to settle in.

The international Airport is Tullamarine Airport, Melbourne, Victoria.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (eCoE).
- Insurance policies (including your health cover).
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by ITI at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Bringing Family

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

Issues to consider

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

Before making a decision to bring your family to Australia it is important to consider the following issues:

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

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

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools

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

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
 4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
 5. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
 6. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.
- For further information, please contact

Victorian schools

There are two types of schools in Australia – State schools and independent schools.

<http://www.education.vic.gov.au/school/parents/>

Directory of State and Independent Schools Victoria

<http://www.education.vic.gov.au/findaservice/home.aspx>

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at

<https://www.agriculture.gov.au/travelling>

Arriving in Australia

Getting from Tullamarine Airport to your accommodation

Tullamarine Airport's international and domestic terminals are located under one roof.

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport, visa and Incoming Passenger Card ready for the Entry Control Point. When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

For more information on Tullamarine Airport please visit: <https://www.melbourneairport.com.au/>

Travellers' information service at Tullamarine Airport

As you exit the international arrivals hall there is an information service on the ground floor of the Airport. You'll find information on events, tours, accommodation and special needs.

Traveling to your accommodation

For a detailed list of all transport options available from Airport please visit:

<https://www.melbourneairport.com.au/Passengers/Parking/Ground-transport-options>

Keeping in contact

Before you leave home, you should provide your family and friends, and ITI, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you have not you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting [Education and living costs in Australia \(studyaustralia.gov.au\)](http://studyaustralia.gov.au)

Places to Visit

There are many exciting and interesting things to do while living in Melbourne. ITI is located in Melbourne CBD and is easily accessible through public transport.

Victoria is home to some of the most attractive areas in Australia, including the Yarra Valley wine district, Puffing Billy, Great Ocean Road and Surf Coast, Mornington Peninsula, penguins at Phillip Island, etc., all within a few hours' drive of Melbourne.

Several tourism agencies in and around the city arrange tours to these destinations.

Places in Melbourne that you can visit include:

Melbourne Zoo – take the Upfield train line from Melbourne Central or Flinders St station and alight at Royal Park.

Crown Casino and Entertainment Complex/Southbank – a short walk from Flinders St Station.

Queen Victoria Market.

St. Kilda beach – a 40-min tram ride from the city, on tram 16 (Swanston St) or 96 (Bourke St).

Chinatown – on Little Bourke St.

Enjoy the great coffee culture, Street art, architecture and heritage of Victoria in and around Melbourne including Shrine of Remembrance, botanical garden, Melbourne Museum, Sealife Melbourne Aquarium and National Gallery of Victoria.

There's FREE Tram travel zone in the Melbourne CBD where you don't need to scan your travel card within the zone. For more info please click <https://www.ptv.vic.gov.au/more/travelling-on-the-network/> where you can plan your journey using one of the best public transport.

If you would like more information about the many tourist attractions and places of interest in and around the city, Melbourne's Tourist Information Office is located at Federation Square, opposite Flinders St Station. This office is open 7 days a week and offers information about Melbourne and Victoria.

For more information on Melbourne's many attractions, you may also visit the state tourism website at www.tourism.vic.gov.au.

Sports and Fitness

Melbourne is the sporting capital of Australia. It hosts one of the major grand slam tournaments, The "Australian Open" in January, the F1 Grand Prix in March, and the AFL Grand Final in September/October. The historic Melbourne Cricket Ground (MCG) is often hosts local and international cricket and several other sports and big events. Marvel stadium is another who hosts not just cricket but live concert for international performers, AAMI park is another for Soccer and NRL for Rugby and A-league for soccer competition. Surfing competitions, cycling routes and competitions, Rowing, Swimming, Hiking spots, Indoor Wall climbing etc. There are plenty of pool and 24x7 gym facilities located around different suburbs in Melbourne. In summary, if you are into sports and fitness, Melbourne is the place to be.

Accommodation

ITI can assist in finding suitable accommodation. It cannot, however, enter into agreements with real estate agents or householders on your behalf.

Temporary Accommodation on Arrival: If required, temporary accommodation will be arranged for your arrival, usually for a period of one week. This is hotel-style accommodation at AUD \$235 to \$325 per night.

Home stay involves the student living with an Australian family. The cost generally includes two meals (breakfast and dinner) during the week and three meals over the weekend. Rooms may be single or shared and cost will vary accordingly, usually at \$235 to \$325 AUD per week. Home stay families provide students with a private, single room, with bathroom and laundry facilities shared with the family. Meals are usually included in the cost, but this varies to suit the needs of the family and the student.

Self-catering home stay arrangements are sometimes available and offer a cheaper alternative. This is a reliable way to find a safe, reputable family to live with.

Private or Church-Owned Boarding Hostels are available for both tertiary and non-tertiary students. Facilities usually include kitchen and shared bathroom with self-catering to be expected. For newcomers to the country, living in a hostel is a good way to meet other students in a comfortable study environment. Cost is usually \$90 to \$150 AUD per week.

Shared Accommodation: Advertisements on student notice boards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country's living arrangements. Cost is usually \$95 to \$215 per week.

Rental Accommodation: As with shared accommodation, units, flats, single bed sitters and even houses are available through real estate agents. These are normally unfurnished. One month's rent in advance may be charged plus a bond (or security deposit) prior to signing a lease agreement. The cost is usually \$100 to \$300 per week.

A number of real estate agencies service near the Main campus area and are easily contactable either in person or by telephone, e-mail, etc.

Public Holidays in Victoria

Please refer to below link for official Public Holidays in Victoria for each year [Public holidays](#) | [Business Victoria](#)

Smoking

Smoking is not permitted in public places, including airports, restaurants, cinemas, and shopping centres. This is the law in Victoria so please observe the signs on the front of all buildings. ITI also has a non-smoking policy that prohibits smoking anywhere in the building, including toilets and recreational areas.

Opening an Australian Bank Account

When you first arrive in Melbourne, it is a good idea to open a bank account. When you go to the bank you need to take with you your passport and a copy of your eCoE (electronic Confirmation of Enrolment). If you do not have a copy of your eCoE, please inform ITI Reception, and we will provide a copy. You do not need to deposit money when you first open an account.

Health and Wellbeing

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are different providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC <https://www.ahmoshc.com.au/>
- BUPA Australia <https://www.bupa.com.au/health-insurance/oshc>
- Medibank Private <https://www.medibank.com.au/overseas-health-insurance/oshc/>
- OSHC World care <https://www.allianzcare.com.au/en.html>
- NIB OSHC <https://www.nib.com.au/overseas-students/>

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers.
- International travel insurance or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

An example of current OSHC BUPA fees are:

- Single (for 12 months) \$544 Couple (for 12 months) \$3,062
- family (for 12 months) \$5,373

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

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

USI

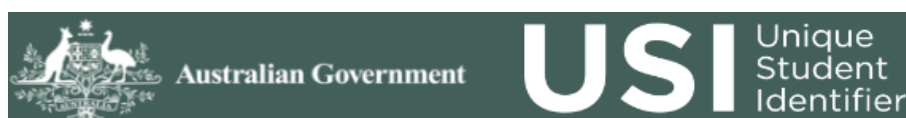
What is the USI?

From 1st January 2015, all colleges are required to collect and verify a USI for each student at enrolment, or prior to issuing a qualification or statement of attainment. The USI data will also be reported to the National VET Regulator for the purposes of data collection. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/get-a-usi> for more information, and instructions on how to apply.

The USI is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised Vocational Education and Training (VET). This number only needs to be applied for once and it will remain with the individual for life. Once implemented, a student will be able to access a full list of their academic achievements from a central system for training undertaken whilst they have a USI.

Security

ITI ensures that your personal information is secure at all times and that only authorised team members can access your records.



Working in Australia

Due to shortage of labour Student visa holder are allowed to work full time till 30th June 2023.

From 1 July 2023, work restrictions for student visa holders will be re-introduced and capped at the increased rate of 48 hours per fortnight. This ensures that student visa holders are able to focus on obtaining a quality Australian education and qualification, while remaining able to support themselves financially, gain valuable work experience, and contribute to Australia's workforce needs

(Ref: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders>)

You can phone the Department of home affair (DHA).

Visit the following website to find out more about working in Australia, including how to find a job.
<https://www.studyinaustralia.gov.au/English/Live-in-Australia/Work/finding-work>

Cost of Living

Before lodging your application, you should consider whether you will have enough money to set up a house in Australia as well as pay for your airfare (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

As a general guide, your accommodation, food, transport, clothes and expenses could cost As of October 2019:

- student/guardian – AUD\$21,041
- partner/spouse – AUD\$7,362
- child – AUD3,040.

You should be aware that these amounts are only an indication of everyday expenses and do not include airfare, health insurance or the cost of your course.

Budgeting

Once you have settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Below are the average costs for weekly living in Melbourne:

- Renting a room: \$185 - \$440 per week
- Groceries: \$140 - \$280 per week
- Pre-paid mobile phone contract: \$30 per month
- Public transport pass across Melbourne: \$150 Per Month
- Internet: \$70 per month
- Entertainment/extra expenses: \$50+

Read more about budgeting at <https://moneysmart.gov.au/budgeting/budget-planner>

Or estimate Calculate at <https://insiderguides.com.au/cost-of-living-calculator/>

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodland, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location.

The cost of clothing in Australia can vary. There are several quality varieties stores such as K-Mart, Rivers, Target, H&M and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

Courses Offered By ITI

Course Code And Name	Provider CRICOS Course Code	Duration (Weeks) Including holiday breaks)	Total tuition fee (AUD)	Total material fee	Total Course Fee	Application Fees
CPC30220 - Certificate III in Carpentry	107875D	92	\$AU 20,000	\$AU 1250	\$AU 21,500	\$AU 250
CPC30620 Certificate III in Painting and Decorating	107876C	92	\$AU 20,000	\$AU 1250	\$AU 21,500	\$AU 250
CPC50220 Diploma of Building and Construction (Building)	107877B	78	\$AU 16,000	\$AU 1250	\$ AU 17500	\$AU 250

Note: Material Fees will include printed reading materials, handouts, Assessment materials, tool kit

Delivery Mode: Classroom based Face to Face, Practical training in fully equipped workshop premises.

Enrolment policy

ITI implements this enrolment policy and procedures to ensure that:

- Students selected to study at ITI are capable of succeeding in their chosen course of study once selected,
- the selection process is conducted in an ethical, fair and equitable manner,
- appropriate access and equity principles are considered in selection criteria,
- the application and selection process are consistent and compliant with relevant standards and legislation.

Responsibility

Admin team or Student support officer are responsible for the implementation of this policy and ensuring that relevant staff members are aware about this policy and procedure.

Scope

This procedure applies to the admission, selection and processing of applications received from prospective overseas students who wish to study the courses offered by the institute.

Policy Requirement

- Application procedures shall be student-focused, consistently applied and equitable.
- All applications shall be treated fairly, with respect and sensitivity, and in accordance with the ITI Privacy Policy.
- Applications for admission shall be lodged according to the relevant guidelines provided to the applicants in the student handbook.
- ITI shall reserve the right to request additional information from applicants which may be relevant to their application, including documentation of previous academic records, medical certificates, or other supporting documentation in case of Special Consideration applications on any of the established grounds for Special Consideration.
- ITI reserves the right to request applicants' authorisation to obtain further information from relevant third parties, where necessary, regarding their application.
- Applicant's personal information shall remain confidential, protected and will only be utilized as per the Privacy Policy the Data Provision Requirements 2012.

Step by Step ITI's Enrolment Procedure

- ❖ Expression of Interest from Student.
- ❖ Expression of interest is highly regarded at ITI. We make sure that student receives all the necessary information about their courses provided by ITI. We respect student's decision in showing interest at ITI and ensure that students are provided with all the support they might need.
- ❖ Once a student shows interest to study at ITI, they are provided with relevant marketing materials like flyers, etc. which contains accurate, latest and all the vital information including

- Course offered at ITI duration of the course, study requirements and assessments.
- Modes of delivery, location of the course available
- Fees payable, fee refund policy, all the cost included in fee payable.
- Details of complaints and appeals policy

❖ Enrolment Forms

- ❖ Application procedures shall be applicant-focused, consistently applied and equitable. All applications shall be treated fairly, with respect and sensitivity, and in accordance with the Privacy Policy of the institute.

Once all the enquiring students have received marketing materials, they are provided with student application form which contains relevant policies and procedures in line with relevant government regulations before enrolment. International students will be able to apply for only CRICOS-registered courses.

Prospective applicants from overseas should submit an Application Form prior to course commencement date to allow adequate time to institute to assess the application and to lodge student visa application with Department of Home Affairs (DHA).

Applicants must sign and date the application form and attach all supporting documents including:

- Academic transcripts,
- Evidence of English language level (e.g. IELTS, TOEFL),
- Educational or academic certificates (in both the original language and in English),
- Copy of passport/photo ID,
- Other relevant documents (in accordance with the individual course requirement)

Other documents that may be required include:

- English translations of all documents
- Academic transcripts from previous educational institutions (if applying for advanced standing/credits), Letter of Release from another provider for the relevant study period.

Applications can be made by email, fax or in person or through an authorized representative. Upon receipt of the application, a student file is created, and relevant details recorded.

Applicant information shall remain confidential between the designated parties and will only be used as per the Privacy Policy.

Enrolment Information

ITI's enrolment requirements for the courses are:

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

Pre-Training Review (PTR) and LLN test

ITI will conduct PTR before conducting further process of enrolment. Pre Training Review will be conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by ITI are able to meet the student's individual needs. Students are required to fill up the Pre Training Review and submit it along with the application form.

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

LLN test will also be conducted by the administrative staff through LLN Robot online portal.

All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF levels for following courses:

ACSF Level 4 CPC50220 Diploma of Building and Construction (Building)

ACSF Level 3 CPC30220 - Certificate III in Carpentry

ACSF Level 3 CPC30620 Certificate III in Painting and Decorating

If students do not meet LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs before commencement of their course.

English Language Requirements for International students:

An English language proficiency level of one of the following:

- IELTS band score of 5.5 (academic test version) or equivalent

- IELTS band 5.0 and a successful completion of ELICOS.
- For Assessment Level 1 countries – LLN administered internally by the RTO
- Minimum secondary studies in their home country equivalent to an Australian Year 12

If students wish to discuss any of their matter relevant to their entry and study requirements further, they are free to contact the RTO.

Students must have the ability to undertake the training; which may involve physical activity and mobility, and a level of intellectual capacity of at least Australian year 12 level academic capacity. Applicants with physical disabilities, intellectual impairments, emotional issues or learning difficulties must discuss their needs with the Administration prior to applying for the course; and seek an assessment of whether they have the capacity/ability to undertake, and successfully complete, the course. ITI has very limited support available for students with such needs. Whilst external support may be available to assist students with special needs, the RTO cannot guarantee that external support will enable a student with special needs to undertake all aspects of the course.

For detailed information refer to the relevant ITI policy and procedure.

Training and assessment

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

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

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

Competency based training and assessment

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

Those being assessed are often referred to as learners or students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.

ITI ensures that all the assessments are valid, fair, reliable, authentic and flexible and that assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Mode of delivery/ approach

All the courses at ITI will be delivered face to face in a classroom, practical training at ITI's workshop with access to a simulated environment for a minimum 20 hours face to face schedule course per week usually over 2.5 days.

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

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

Principles of Assessment

I. Fairness:

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by the ITI to consider the individual learner's needs.

ITI will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

II. Flexibility:

Assessment is flexible to the individual learner by:

- reflecting the learner's needs
- assessing competencies held by the learner no matter how and where they have been acquired, and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

III. Validity:

Any assessment decision of is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
- assessment of knowledge and skills is integrated with their practical application.
- assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations
- Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

IV. Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

I. Validity

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

II. Sufficiency

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

III. Authenticity

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

IV. Currency

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

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

Assessment methods

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

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

Re-assessment

Students will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. 1st and 2nd attempt will be free of cost, however, if a student is unable to clear 2 attempts, a charge of AU\$220 will be applied. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again.

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

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

Assessment Outcome

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

Assessment Appeals

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

Self-Study

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

Qualifications to be issued

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

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

Please contact ITI's Administration department for more details.

Academic Misconduct

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

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

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

- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.
- If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- All work submitted must be an accurate reflection of the Student's level of competence. The evidence used to make a decision at ITI about competence will be valid, sufficient, authentic and current.

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

Plagiarism and cheating

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

PLAGIARISM

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

CHEATING

Cheating may include (but is not limited to):

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

Consequences-Plagiarism and Cheating

- All plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Procedures should be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.
- Inappropriate practices in the use of referencing, citations, quotations or attributions for assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the Plagiarism and cheating policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of the ITI's commitment to academic integrity. Penalties may include resubmitting assessment work i.e. further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re enrolled in the unit which will incur payment of \$350.
- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Administration Manager will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or Administration manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at ITI, and a further penalty may be imposed.

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

Credit Transfer

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

1. Unit is the same i.e. same code and title

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

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

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

Recognition of Prior Learning (RPL)

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

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

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

Procedures

- Students are requested to apply for Recognition of Prior Learning prior to the commencement of the course.
- An RPL application for students will include all relevant evidence of work experience and where the learning has occurred. Applications will not be accepted unless all required information is included. Students who request an RPL assessment will be advised of the evidence required and suggestions on how to obtain it (e.g., supervisor

evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community- based learning, or overseas education, training or experience etc.)

- All RPL Applications are to be submitted to the administration department/Reception in the first instance along with verified supporting documents. The application and supporting documentation will be copied and placed into the student's file. Where originals are required for verification, authorised ITI staff from the Administration department or representative will sight and indicate on copies "original sighted" and shall return originals to the student. ITI will at no time accept and retain original certificates.
- The application will be forwarded to the ITI representative to be assessed and outcomes will be determined by RPL/qualified assessor.
- It will be ensured that the evidence provided is valid, authentic, current and sufficient and that the process is fair, flexible and valid.
- If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his/her skills/experience. The
- ITI representative will set a date for the additional documents to be submitted.
- The applicant will be notified of the outcome of the RPL. On the basis of the assessment, the student will be advised that:
 - The application has been granted; or
 - The application has been denied; or
 - Further evidence is required
- Where an application for RPL or Course Credit is received by ITI , ITI representative will assess the application and provide an outcome to the application within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome. If RPL is approved, the applicant will be marked as "CT or RPL" rather than "Competent" in the transcript of records.
- Where either of the above, credit transfer or RPL applications are received or course credit is approved, the following must occur: Enrolment Officer or representative will change student's COE to reflect reduction in period of study. ITI will provide student with the outcome of the credit application. The students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the students file.
- ITI 's Assessment policy will be followed when undertaking RPL assessments.

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

Currency of training

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

Pathways to Higher Education

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

Reasonable Adjustment

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

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

Campus Facilities and Resources

Training Location

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

For Classroom based face to face delivery: Suite 2, Level 15, 190 Queen Street, Melbourne VIC 3000

The practical component of the course will be delivered

At Workshop: 38 Steel Street, North Melbourne VIC 3051

Contact Details

Ph: +61 3 6459 0484

Email: info@iti.edu.au

How to reach us:

By Public Transport

By Train

Nearest Train Stations:
Campus: Flagstaff, Southern Cross

By Uber

Uber services are available round the clock.

By Taxi

TAXI services are available round the clock.

By Car

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

Modern Campus Facilities and Equipment

- Fully equipped classrooms with table, chairs (flipped chairs), projectors and/or Interactive screens.
- Laptops to hire free of cost to be used at the main campus
- Chairs with Tables where students can keep their notebooks or laptops.
- Quiet Study area with computers for students to work on assignments and/or study
- Library Resources
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants.
- Photocopy and printer facilities for students.

Classrooms

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

- Computer with Internet connection to enable research.
- Access to network printers and photocopiers

- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptop, computer

Training Workshop

ITI has a workshop with access to all equipment and fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines including specific equipment for each relevant unit of competency. Ref : Facility checklist for further details.

Student recreational area and lunch room

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

Class times and reception hours

- ITI campus will be open for classes from 9:00 am- 9:30 pm. from Monday to Sunday depending on class schedule (Min 20 Hrs/Week)
- ITI 's Reception will be open from 9:00 am-5:30 pm from Monday to Friday.

There will be at least 1 or more student support officer depending upon the scheduled classes during weekend class hours. Students will not be scheduled for more than 8 hours class in a day. Classes will run in 4 hours session. Students are requested to contact admissions team to receive information on the class timetable.

Student Administration and Support Services

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

Materials and Equipment

ITI will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 10 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

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

ITI has access to standard equipment required for Carpentry, Painting and decoration and Diploma of building and construction

Book and Reading Materials

ITI provides handouts and reading material for students to read and keep (Cost for handouts and reading material is already included in Material fees). ITI also has range of books available for students in campus Library.

Studying at ITI

ITI staff use number of approaches to deliver the course. Course delivery approaches include: supervised study, scenario, case studies, tutorials, trainer led classroom delivery, practical activities like role play and presentations. During class time, students will be expected to participate by answering questions, giving opinions, giving assessments in the form of projects, assignment etc., demonstrating tasks, working with others in groups, making presentations, participate in role-play scenarios.

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

Course Assessments

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

Our Obligation to You

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

Transfer Between Registered Providers

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

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

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

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

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

Deferral, Suspension and Cancellation

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

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

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

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

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

Full Time Study

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

For detailed information refer to the relevant ITI policy and procedure.

Academic Course Progress

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

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

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

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

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

A failure of units in any study period will trigger a review of academic progress by the institute and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers;
- Make an appointment with the Student Support Officer or Administration manager/CEO if you are having any difficulties with your studies.

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

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

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

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

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

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

For detailed information refer to the relevant ITI policy and procedure.

Attendance Requirements

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

Students must attend all workshop practicals to fully develop their skills in the field of study. Student's workshop attendance will be monitored closely and student missing practical classes will be treated on a case-by-case basis. Student missing more than one practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending practical classes.

Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course.

Procedure:

1. International students on a student visa are required to attend 20 hours per week of scheduled contact face to face hours in the classroom.
2. Student's attendance will be regularly monitored by the Student administration officer reporting to the Administration manager to ensure that ITI facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements.

Risk Intervention Strategy

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

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

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

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

Change of Address

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

ITI is obliged to serve a notice at the last known address of the students if the student breaches a student visa condition relating to attendance and/or academic performance. The institute may also send warning notices to students that are aimed at providing

support to students and prevent breaches of visa conditions. Hence, students must notify ITI of any change of their address and contact details within 7 days of change while enrolled at the institute including:

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

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

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

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

Student Complaints and appeals procedure

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

Complaints

1. Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
2. Students are encouraged to raise the matter informally with their trainer, or the Course Coordinator. The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by the way of email; then, the email and any response there to will be deleted unless otherwise requested by the student.
3. If the informal complaint raises a matter of importance for ITI, then, the complaint and outcome will be documented, but, if possible, the name of the student will not be included in any documentation to maintain privacy.
4. If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint.
5. Students are encouraged to resolve their concerns and complaints using the Complaints and Appeals Procedure. The current complaints and appeals process and form are available on ITI website.
6. A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Support Officer. The student must lodge their complaint with only one member of staff at ITI. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.
7. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
8. The student will have the opportunity to formally present their case at no cost. The student may be accompanied and assisted by a support person to present their case at any relevant meeting, if required.
9. Only ITI staff authorised by the CEO can respond to a complaint.
10. ITI will investigate and respond to all complaints lodged by a student in a fair, transparent and professional manner. The process will commence within (10) working days upon receipt of the of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time. If the nature of the complaint requires immediate action, that staff member receiving the complaint will forward the matter directly to the Administration Manager.
11. If the complaint is in regard to something of a more academic or study related nature, he or she may refer the matter to the Administration manager without delay.
12. ITI treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
13. Students who are not satisfied with the outcome of their complaint may appeal the decision according to ITI's Internal Appeal Process or choose to lodge an External Appeal with an appropriate agency if they wish to do so. If the student chooses to access internal complaints and appeals processes, their enrolment will be maintained while the process is

ongoing.

14. ITI will maintain the student's enrolment until the external complaints/external complaints (e.g. Overseas Ombudsman) is completed and has supported ITI'S decision to report. ITI will wait for the outcome of the external process with consideration for student welfare as reporting a student for breaches may have serious consequences for the student's visa; it may result in cancellation.
15. If any internal or external complaint process results in a decision or recommendation in favour of the students, ITI shall immediately implement such decision or recommendation, and undertake a quality review process to correct/improve the processes and prevent future occurrences.
16. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.
17. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the relevant task group meeting (depending on the nature of the complaint) as part of the continuous improvement process.
18. All the outcomes of a complaint or an appeal process will be notified to students within seven (7) working days from the date of the resolution, and copies of correspondences kept on student file for record.
19. Where ITI considers more than 60 calendar days are required to process and finalise the complaint or appeal, ITI will ensure to (a) will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required (b) will regularly updates the complainant or appellant on the progress of the matter.
20. ITI shall maintain a Complaints and Appeals Register to record all instances of complaints and appeals and use this data for quality and continuous improvement purpose.
21. If the student has made the complaint via ASQA, the CEO will be informed immediately. The complaint will be resolved fairly and equitably within the time frame provided by ASQA

Academic Review

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

Procedure: Complaints

1. Complainant gathers information and arranges to meet the Administration Manager for advice and information discussion;
2. Online complainant or a complainant not able to physically attend ITI may choose to communicate electronically or telephonically with the Administration Manager;
3. If not resolved in Step 1, the complainant fills and submits the complaint in writing using the Complaints and Appeals form to the Administration Manager;
4. Administration Manager confirms the receipt of the complaint in writing to the complainant with three (3) working days of the date of receipt of the complaint and enters the complaint in the Complaints Register;
5. Administration Manager starts the process no later than ten (10) working days from the date of receipt of the complaint and calls upon respective parties for discussions/meetings;
6. All the evidences concerning the complaint are collected and reviewed;
7. Assistance of Student Support officer is sought if student welfare is a concern;
8. Administration Manager discusses the outcomes with the CEO and reaches a decision;
9. The complainant is advised of the decision in writing by the CEO/RTO Manager;

10. If the decision is not accepted, an internal or external mediator is appointed with mutual consent;
11. If the mediation fails, external compliant options are advised and exercised;
12. All the documents and noted are forwarded to Student Support Officer for filing;
13. Administration Manager updates the Complaints and Appeals Register with the outcome.

Appeals

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

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

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

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

dated by the student and ITI and placed in the student file as well as Complaints and Appeals Register;

- The student will be provided with a copy of the signed written document.

13. If the student appeal is successful ITI must immediately implement the decision as conveyed to the student.
14. If the student is not satisfied with the outcome of the formal internal appeal; the student is advised within 10 working days to access the external appeals process. Student may request the Institute to assist the student in an appeal to an external mediator. The student may bear the cost for any external appeal. The external independent mediator are as follows:

Overseas Students Ombudsman (For International students only) at Website: <http://www.oso.gov.au>

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

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

The Dispute Settlement Centre of Victoria (DSCV)

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

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

External Complaints and Appeals

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

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

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

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

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

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

GPO Box 9880

Melbourne VIC 2601

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

If the problem resolution fits within equal opportunity guidelines, it will be managed under ITI Institute's relevant policies and procedures. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to act under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

ITI's Code of Practice includes an Access and Equity policy. It is the responsibility of all ITI staff to ensure the requirements of the

Access and Equity

Access and Equity policy are met at all times. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians,

and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

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

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

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

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

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

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

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

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

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

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

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

Code of conduct

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

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

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

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

ITI will ensure:

- The provision of adequate facilities in which to conduct training programs
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs
- Accuracy in representing the services provided and training product on scope of registration.
- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records
- Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System
- Maintain quality training and to uphold the highest ethical standards.
- All employees, agents and representatives are familiar with and agree to comply with the code of conduct.

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

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

Student code of conduct

Each student of ITI must abide by the following:

- Comply with the ITI policies and procedures that apply to students
- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.

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

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

General Misconduct

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

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

ITI 's premises or other premises to which the student has access as a student of ITI ;

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

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

Legislation

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

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

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

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

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

- Victorian Equal Opportunity and Human Rights Commission
<http://www.humanrightscommission.vic.gov.au/>
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Disability Standards for Education 2005 <https://www.education.gov.au/disability-standards-education-2005>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Series/C2004A04426>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2016C00089>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2023C00003>
- Privacy Act 1988 <https://www.legislation.gov.au/Details/C2022C00361>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026955
- Education Services to Overseas Students (ESOS) Act 2000
<https://www.legislation.gov.au/Details/C2022C00066>
- Education Services to Overseas Students (ESOS) Regulations 2019
<https://www.legislation.gov.au/Details/F2019L00571>

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

Agent's Legislation

ITI engages with on shore and off shore Agents to recruit students. ITI is responsible to ensure that its Agents accurately represents services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact admissions team.

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

Use of personal information

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

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

Student Support Services

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

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

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

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

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

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

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

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

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

Student Support Officer
Email: info@iti.edu.au

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

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

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

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

1. Student Support Request form: available from ITI's reception or website. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. ITI understands the difficulty that students may have to face when they are away from their home. Therefore, ITI ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.
2. Academic Support-Intervention Strategy Form: Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the course requirements in

the study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to At Course Progress Policy available on website or from Reception.

Support and services provided are:

Orientation Sessions

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

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

This orientation program will include information regarding:

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

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

Orientation sessions are a great way of meeting other students.

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

Arrival Assistance

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

ITI can arrange airport pick up. Students are required to fill the Airport Pick up form or students can email their request for Airport pick up at info@iti.edu.au

Airport pick up fees: AU\$100

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

Accommodation Assistance

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

Academic Support

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

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

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

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

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

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support;
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Extra classes and/or re-assessment
- Counselling;
- Mentoring;
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

English Language Support and LLN Support

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

ITI has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students. In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the institute with ACSF Support plan.

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

Outcome of LLN assessment

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

ACSF Support plan

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

1. Learning
2. Reading
3. Numeracy

4. Writing
5. Oral Communication

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

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

Digital Literacy/LMS Support

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

Students who experience difficulties in accessing LMS are encouraged to meet ITI 's Student Support Officer for any assistance or support.

Student Counselling

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

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

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

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

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

Student Melbourne Study Centre (SMSC)

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

Disability Support

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

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

This means that institute cannot and will not:

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

Student Welfare Services

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

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

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

Support Staff

Administration Team handles all the admissions and enrolment related processes and queries.

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

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

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

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

Reception: Our reception is open to assist students from 9:00 am to 5:30 pm Monday to Friday.

Fair Work Ombudsman

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

Fair Work Ombudsman focuses on:

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

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

National Employment Standards

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

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

The 10 minimum entitlements of the NES are:

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

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

Fee Payment and Refunds

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

Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE).

Fee Schedule

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

OTHER COSTS (AS APPLICABLE)	AUD \$
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Application Fee (Non-Refundable)	AUD\$250.00
Airport Pick Up Fee	AUD\$100.00
Accommodation Charges (Approximation varies upon the length of the accommodation arrangements)	AUD\$350 per week
Credit card surcharge	2%
Recognition of prior learning (RPL) per unit	AUD\$200.00
Late Payment Fee	AUD\$50.00 per week
Re-Assessment-Up to 2 Chances	Free
Re-assessment Per unit	AUD\$220.00
Re-enrolment Per Unit	AUD\$220.00
Re-assessment due to act of plagiarism or any other form of academic misconduct	AUD\$350.00
Re-issue of Student ID	AUD\$20.00
Student Printing Black and White (other than learning Material/Handout)	10 cents per page
Re-issue of Certificates / Record of Results/ Statement of Attainment	AUD\$50.00
Course Variation /Re-enrolment fees (applicable for students reported for Non-commencement and students who are re-enrolling in the same course on compassionate grounds)	AUD\$250.00
Accessing Student Records	AUD\$10.00
Deferral of study	AUD\$50
Credit Transfer	\$10/Unit.

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

Payment of Tuition Fees

- a. The initial tuition fee, application fee and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the institute.
- b. Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
- c. Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.
- b) The payment plan has been designed to provide students with flexibility in paying fees. Students are required to pay full fees as per their installment for the study period they are studying in.
 - a. Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.

- b. Tuition fees will be payable to the institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to the institute.
- c. Student must pay their fee directly to ITI . Students should not pay the fees to an agent and/or third party in relation to the application for enrolment and tuition fee.
- d. Reminder Letter and SMS
- c) In case the student's installment falls on a particular month, a friendly email reminder or first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e. 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.
- d) After sending the first warning letter, if student fails to make the payment again and does not communicate with the accounts department, a second warning letter will be issued to the student after 7 working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students must meet the Administration Manager or call ITI admissions team if they require any kind of support.
 - a. If a student fails to make the payment and/or does not communicate with ITI even after the second warning letter, a final notice i.e. "Intention to cancel Enrolment" will be issued to the student. Students will be provided with 20 working days to make complaints or lodge appeals.
 - b. If a student fails to make the payment of the outstanding fees even after sending "Intention to cancel Enrolment" letter and/or does not access the complaints and appeals procedures, Student's enrolment will be cancelled after 20 working days of the final notice.
- e) The suspension of enrolment will cause following restrictions to apply:
- f) Loss of access to the library service, classroom, computer system including internet and others.
- g) Loss of access to enrolment records, results and academic certificates.
- h) Inability to attend any classes where this may result in students having to repeat missed work and/units.
- i) The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on website.
- j) If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.
 - a. If students choose not to appeal against the institute's decision and makes no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.
 - b. If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of \$50 per week.
- k) An additional fee for re-assessments will be applicable when:
 - a. Students have to undergo reassessment after two additional attempts. (Reassessment fee),
or
 - b. Students have to repeat a subject (unit fee).
- l) Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.
- m) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.
- n) Please Note: Fees are subject to change without prior notice. However, fees will remain the same once the student is enrolled in a course. Please contact the student administration for updated fees and charges. Students are advised to contact student administration for updated fees and charges.
- o) If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.
- p) ITI reserves the right to engage in any third party to recover any outstanding fees payable to the institute. The cost incurred to the institute for engaging a third party to recover such outstanding fees will be charged to the student.
- q) ITI applies the following procedures to ensure all the students are treated fairly and with integrity when applying for refunds.
- r) All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.

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

Process for claiming Refund

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

For detailed information refer to the relevant ITI policy and procedure.

Refunds

All students' refunds are conditional on the following:

A. Course withdrawal

- i. Where a student formally withdraws from a course more than 28 days before the CoE start date, all fees paid excluding .
- ii. Where a student formally withdraws from a course less than 28 days before the CoE start date, 50% of the tuition fees paid for that term or study period and any other unexpended (unused) tuition fees will be refunded.
- iii. Where a written notice of withdrawal is received by the institute **after the start date** of the course or term, no refund will be provided.
- iv. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- v. It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.

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

- vi. If the refund application is approved, refund will be paid within the period of 20 working days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- vii. The institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

B. Student defaults

An overseas student or intending overseas student defaults, in relation to a course at the location,

If the student himself/herself initiates termination of enrolment like:

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

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

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

ITI will pay the refund to the following person:

- a. The student

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

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

C. Visa refusal

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

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

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

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

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

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

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

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

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

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

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

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

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

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

D. Provider default

I. In the unlikely event that the institute is unable to start or deliver the course (known as provider default), the student can choose to accept either:

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

1. Refund process

- a. The Student must apply for refund using the *Refund Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents may include, but are not limited to:
 - i. a completed refund application form provided by the institute
 - ii. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,

- iii. Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full the supporting documents by the institute (*in case of student's default*).
- c. Refunds will be made within 14 working days of the receipt of completed refund application form along with the full supporting documents by the institute (*in case of ITI default*).
- d. Student can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

2. Payment of refunds

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

Note: Timeline for refund

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

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

Please refer to the course refund table below for details:

COURSE FEE REFUND TABLE

Refund Circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fees
Withdrawal a course more than 28 days before the CoE start date	100%	100%	No refund
Withdrawal a course less than 28 days before the CoE start date	50%	100%	No refund
Withdrawal after the course start date.	No refund	No refund	No refund
Course withdrawn by the institute	100%	100%	100%
Application rejected by the institute	100%	100%	No refund
The course is not provided fully to the student because the institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund

Visa refused prior to the course commencement	Total amount of the pre-paid fees received by ITI for the course in respect of the student course less the following amount (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser	100%	No refund
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course/number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
RPL FEES	No refund if the 'Statement of Attainment' is provided	No refund	No refund
The institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund

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

Cooling off period

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

III. Student's rights to appeal

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

Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

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

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

It is an unlikely event that ITI is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund

of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For more information on Tuition Protection Service visit: <https://tps.gov.au>

Critical Incident

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

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

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

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

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

Critical incident officer: CEO

Email: ceo@iti.edu.au

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

Emergency Contact List

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

External Services

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

Hospitals and Medical Issues (Melbourne, Victoria):

The Alfred: (03) 9076 2000

Austin Hospital: (03) 9496 5000

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

St Vincent's Hospital: (03) 9411 7111

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

The National Translating and Interpreting Service: 131 450

Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

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

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



Study in Australia: www.studyinaustralia.gov.au

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

Places of Worship

Churches: www.australianchurches.net

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

Temples Australia: www.hinducouncil.com.au

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

Other Support Services

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

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

Men's line Australia: 1300 78 99 78

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

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

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

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

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

The Gambling Help Line: 1800 858 858

Safety and Security

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

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

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

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

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

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

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

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

ITI 's Policies and Procedures

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

Student Rights as a Consumer

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

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

ITI will notify the learners when any change occurs that may affect the services that ITI is providing.
This includes:

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

Media Consent

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

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

Access, correction and complaints

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

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

Privacy statement

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

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

Under the Data Provision Requirements 2020, ITI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

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

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


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


- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation. You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

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

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

Contact Us

 **Call:** +61 3 6459 0484

 **Email:** info@iti.edu.au

 **Web:** <https://iti.edu.au/>