



Institute of Technology

STUDENT COURSE GUIDE AND HANDBOOK
2021 - 2022



Student details

Student Name: _____

Student ID: _____

**Student Handbook:
Rights, Responsibilities, and Code of Conduct**

UTA Institute of Technology

UTA Institute of Technology Pty Ltd (UTAIT) aims to provide excellent vocational training and education to benefit individuals, industry, and the wider community. This handbook outlines the standard of service you can expect from us when you enrol in a UTAIT course and your responsibilities as a student. We believe that our customers judge quality – that's you! – So, we welcome any suggestions or comments you may have to help us improve the way we do business. You will find this handbook on the web www.utait.com.au.

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PART A - UTAIT'S COMMITMENT TO QUALITY TRAINING

1. CEO's message

Congratulations on choosing UTAIT.

Your journey starts now!

UTAIT is committing to provide students with the skills they need for now and the future. We believe it is our job to help you find the right program to develop the skills you need to gain employment and create a successful career. We are proud of ourselves as an industry-based vocational education and training provider; the quality reputation is what we stand for.

Industry-standard facilities combined with a team of highly qualified, industry-experienced staff deliver suitable study options for you. UTAIT offers a range of short courses and certificates based on industry needs and developed by industry. Our industry links will inspire you and provide you with work-ready skills as well as a network of career opportunities. With confidence, I say you've made the right choice to study with us. Good luck with the year ahead.

Donald Isaiah

Chief Executive Officer

2. Our Values

We Are:

PASSIONATE: We love what we do. We empower people, transform students lives, and skill our communities, business and industry.

CONNECTED: We share our ideas and our knowledge. We collaborate widely across UTAIT and with our industry partners.

CREATIVE: We encourage innovation and look for ways to work smarter. We say yes to opportunities and find solutions, not problems.

PRACTICAL: We have the know-how and experience. We deliver flexible real-world training for modern workplaces.

TRUSTED: People can count on us. We build on our excellent quality training and service as the leading private provider.

SUPPORTIVE: We value and support our people and recognise their diversity and achievements.

3. Our Commitment:

Commitment to Social Inclusion:

UTAIT is committed to building an equitable and inclusive learning environment where all students are valued and respected. We endeavour to ensure that educationally disadvantaged people and groups marginalised in society can access our services and find achievement and success through skill development.

Commitment to Quality and Sustainability:

UTAIT is committed to providing high-quality service through continual improvement aligned to the Australian Qualification Framework and the Standards for Registered Training Organisation 2015 and ISO 9001:2008 Standards for Quality Management. UTAIT is committed to environmental, social, and economic sustainability. The Institute is committed to the ongoing reduction of its carbon footprint, together with targeted energy, water, and waste reduction strategies.

Statement of Ethical Practice:

UTAIT as an organisation is committing to operate ethically. UTAIT does not engage in partnership or contract of business with any organisation found to contravene reasonable standards of ethical business practice.

Dignity and Respect:

UTAIT is committed to a workplace that provides dignity and respect to all its employees. Dignity and respect require acceptable behaviour from everyone in our workplace.

Workplace Health and Safety:

UTAIT is committed to providing a safe, healthy, and harmonious zero harm environment for all campus staff, students, contractors, and visitors. We strive to achieve high safety ideas and practices within our workforce and provide safety leadership to people we influence through the learning experience.

COVID- 19

To keep UTAIT safe and to play our part in containing the spread of COVID-19, we will maintain a COVID safe environment. The students and staff need to follow all necessary precautionary measures to prevent the spread of COVID-19. Some COVID-19 preventive measures include wearing a face mask indoors, social distancing (1.5m or more), washing hands and sanitising hands at the designated station. If you feel unwell or have flu-like symptoms, please let our staff know,

get tested for COVID-19 and isolate at home. For more information, please refer to the Victorian government website on COVID-19: <https://www.dhhs.vic.gov.au/coronavirus> or <https://www.education.vic.gov.au/school/Pages/coronavirus-advice-schools.aspx> or 1800 675 398

UTAIT Students must follow the Australian Government Department of Health regarding vaccination requirement

4. Provider obligations:

- All providers have obligations, including but not limited to:
- Provide the training and support necessary to allow the consumer to achieve competency.
- Provide a quality training and assessment experience for all consumers.
- Provide clear and accessible feedback and a consumer protection system.
- Maintain procedures for protecting consumers personal information.

5. Privacy

The Privacy and Personal Information Act 1998 ("Privacy Act") and the Victorian Health Records and Information Privacy Act 2001 ("Health Records Privacy Act") establish safeguards to protect all personal and health information held by UTAIT.

Personal information is information or an opinion that identifies a person.

Health information is personal information that relates to person's health or disability and includes information about the provision of health services to a person.

Both Acts require UTAIT to meet requirements of the legislation in relation to:

- Collection
- Access
- Alteration
- Storage
- Use, and disclose information of an individual

UTAIT's UTP38 - Privacy Policy modifies the application of the "Privacy Act" to take into account the circumstances of registered training organisations. Individuals who are dissatisfied with the way in which UTAIT has dealt with their personal and/or health information may make an application for internal review. For more information visit our website www.utait.com.au

PART B - STUDENTS' RESPONSIBILITIES

6. My Rights and Responsibilities

When you sign your enrolment form and pay your fees (this will include re-enrolments), you make an agreement with UTAIT that you will follow UTAIT policies and procedures.

I must:

- Treat all staff, students and the public with respect, fairness, and courtesy.
- Be punctual and regular in my attendance.
- Submit my assessment tasks by the due date or ask for an extension of time.
- Contribute equally to any group assessments which receive a group mark.
- Do all that I can to prevent the introduction of viruses to UTAIT computers.
- Wear steel cap shoes on campus for safety reasons
- Use protective equipment where required and follow all workplace health and safety (WHS) instructions
- Report any workplace health, safety, or environmental incidents to my Trainer and administrative staff immediately.

I must not:

- Plagiarise, collude, or cheat in any assessment event or examination
- Illegally copy software licensed to UTAIT
- Install software onto UTAIT computers
- Use offensive language
- Smoke inside UTAIT's premises
- Litter on or around campus
- Harass fellow students, staff, or the general public, either face to face, over the phone or through any social media
- Use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers, or similar devices for personal reasons in class or exams
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- Damage, steal, modify, misuse, waste or pollute UTAIT property
- Be under the influence of Alcohol or illegal drugs in the learning environment
- Engage in behaviour that may offend, embarrass, threaten, or harm other students, staff or the general public – including SMS messaging or any form of cyberbullying

I have the right to:

- Be treated fairly and with respect by trainers, other staff, and students
- Learn in an environment free of discrimination and harassment
- Pursue my educational goals in a supportive and stimulating learning environment
- Have my UTAIT records and personal information stored and maintained in a confidential, secure, and professional manner
- Receive information about assessment procedures and my progress in the course in a timely and professional manner
- Practise my religion. For example, Fixed prayer times, praying at dedicated times during the day are common practices in major world religions such as Judaism, Christianity, and Islam.

Expectation behaviours

It is expected that all persons enrolled at or using services of the Institute will:

- Respect the rights and welfare of all other members of the Institute community.
- Behave in ways that contribute to the orderly and effective functioning of the Institute.
- Only use Institute property, to which they are entitled to have access, in a responsible and careful manner.
- comply with all lawful directions given by Institute staff while on Institute property or whilst engaged in Institute-sponsored or controlled activities;
- Conduct their study in a diligent manner and ensure that submissions for assessment or examination are honestly presented and that non-original material is appropriately acknowledged.

Consumer rights and obligations:

All consumers have the right to:

- Expect that the education and training they receive will be of a quality consistent with ASQA regulations.
- Be informed about the personal information that is collected about them and the right to review and correct that information
- Access to provider's consumer protection complaints systems.
- All consumers have obligations, including but not limited, to:
- Provide accurate information to the provider Behave in a responsible and ethical manner

7. My Conduct

UTAIT has a policy for the identification and management of students who breach the student responsibilities and expectation behaviours. Students commit a breach of responsibilities and expectation behaviours will be dealt with as per UTP41 - Student Conduct Policy and Procedure.

8. Cheating and Plagiarism

It is UTAIT's policy to promote honesty and integrity of learning and assessment. It is expected that you are to accept your responsibility to maintain honesty and integrity in all endeavours inside and outside of UTAIT's classroom, workshop or garage.

If you are found to have involved in cheating or plagiarism in an assessment task, you will be deemed Not Satisfactory. Refer to UTP39 - Plagiarism and Cheating Policy and Procedure for further information, including types of cheating, plagiarism and disciplinary actions.

PART C - SUPPORT SERVICES

Student Support Office is where you can obtain information and advice regarding enrolment, progression, and completion of your study:

- Payment of fees and other charges
- Refunds
- Make an official complaint
- Request to access your student records, course completion information and assistance with replacement transcripts
- Other support services

UTAIT encourages the use of sustainable transport options such as public transport, cycling, and carpooling.



9. Orientation

At your first class, your Trainer will give you essential information about UTAIT, your campus and your course. You need this information to have a learning experience that is safe, successful and rewarding. Check off the following as they are covered:

Introduction

- Your Trainer's name and contact details
- The Head trainer or Course Coordinator's name, contact details, his/her roles and location.
- The name, duration and grading of your course
- Location of toilets, security, etc
- Location of Student Support Services
- Emergencies
- First Aid

Conduct Requirements

- Student Rights, Responsibilities and Feedback
- Standards of dress
- Children on Campus
- Harassment
- Workplace Health and Safety
- Environmental Compliance
- Plagiarism

- Mobile phones
- Computer User's Code of Conduct

Managing Your Study

- Student Assessment Guide and appeals
- Every Student's Guide to Assessment
- Course requirements – textbooks, uniforms, equipment, attendance
- Student Identification number (USI)
- Learning Management System
- Assistive Technology
- Username/Password
- Support
- Wireless Access
- Recognition
- ID card
- Learning Support
- If you miss the first class, talk to your Trainer about how you can catch up.

When signing the enrolment form, you declare that the information you have supplied is true and correct and agree to abide by the regulations relevant to UTAIT.

10. Student access to records

You are entitled to have access to their academic record by submit the UTF15 Student Record Access Request Form to the administration office. Your request to access your records will be provided at the earliest opportunity but no later than 7 calendar days.

You will need to provide photo identification prior to any access will be granted. If you wish to access or sight your computerised or paper record retained by UTAIT, you will be permitted to do so during office hours (9am to 5pm, Monday to Friday).

There is no charge to correct an individual's file.

Written requests should be sent to: Director of Training.

11. Inform students of changes within UTAIT

UTAIT will make all reasonable steps to inform you of any changes in UTAIT's ownership, management, third party arrangements or anything that may affect your' learning experience with UTAIT. Notice will be communicated to you via the following methods:

- UTAIT's website
- Internal notice board in campus.
- Email to your email address
- Announcement through the Learning Management System - Moodle
- Announcement through the administration office direct to the students inside the campus.
- Send text message to your mobile phone.

12. Learning Management System (LMS)

As a student of UTAIT you will be issued with a username and password to access your online LMS. You can access your student account on a UTAIT computer or on any external computer with internet access. You can access all learning resources, forum and any announcement from UTAIT via LMS.

Benefits of using your LMS:

- Access to class computers for computer-based activities
- Access online learning course material
- Communicate with your Trainer and other students via forum
- Receive up to date announcement from UTAIT

Please note – your LMS account becomes inactive once your enrolment expires.

13. Learning supports

Trainers are the first contact for your requesting academic support. UTAIT recognises that each student has different learning style, different ability to retain knowledge and skills and need different type of support.

The learning support strategies used by trainers at UTAIT include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing maximum opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Provide literacy support to assist in the understanding of language specific to the industry
- Encouraging students to work at their own pace.
- Provide special visual learning aids to support the special needs for the learning style of Aboriginal or Torres Strait Islander Origin students, as required.
- Where necessary inviting students to record training sessions on audio.
- Providing written learning material and illustrations to reinforce the learning.
- Applying the principles of reasonable adjustment to training and assessment

14. LLN and English support

UTAIT acknowledges and supports the multicultural environment within its learning environment. You may need LLN, or language supports to achieve your learning outcome.

You will be provided with Language, Literacy and Numeracy (LL&N) support by your Trainer as part of the normal tuition and assessment activities. Discuss your LLN and English support needs with your Trainer or our administrative staff.

15. Academic Mentoring

Trainers and staff will provide additional academic assistance if you require. This assistance is generally provided out of the class hours for groups or, in particular, circumstances one on one appointments can be arranged. This service is at no cost to you.

16. Issuance of AQF certification documentation

UTAIT will issue a testamur or Statement of Attainment to you when you have met the following conditions:

- Meet the requirements of the training program as specified in the relevant training package, and
- Meet the AQF Qualification Issuance Policy requirements and - Pay all outstanding fees owing to UTAIT.

The Qualification or Statement of Attainment will be issued to you within 30 calendar days of your final assessment being completed or exiting your course, and all relevant course fees have been paid. Refer to UTP29 - Qualification Issuance Policy

17. Safety and COVID-19



To ensure the safety of UTAIT and to help contain the spread of COVID-19, we will maintain a safe environment concerning COVID-19. Students and staff should take every precaution to prevent the spread of COVID-19. Some of the precautions related to COVID-19 include wearing a mask indoors, social distancing (1.5m or more), and handwashing at the designated post. If you feel unwell or have flu-like symptoms, please inform our staff, test for COVID-19 and isolate yourself at home. For more information, please refer to the Victorian government website on **COVID-19**:

<https://www.dhhs.vic.gov.au/coronavirus> or

<https://www.education.vic.gov.au/school/Pages/coronavirus-advice-schools.aspx>

UTAIT Pty Ltd aims to provide and maintain a safe working and learning environment. It is the responsibility of the participant to comply with the Occupational Health & Safety Act 2004.

18. Materials and equipment that students must have

Students must bring their own personal protection equipment to class. Personal protection equipment must include a minimum of: steel cap shoes, safety glasses and overall or equivalent.

19. Emergencies

UTAIT has an evacuation plan to deal with emergencies such as fires. Evacuation diagrams are displayed in buildings and other areas around the campus. If you need to report an emergency situation, ring the emergency phone number that is listed on the Evacuation diagrams.

What to do in an emergency:

If you hear the fire alarm bell (continuous ringing) and/or sirens or you are told to evacuate the area: Leave the building via the nearest emergency exit.

- Do not use the lifts.
- Go to the nearest Evacuation Assembly Point for the building. Please wait at this location until your name has been marked off the roll and do not re-enter the building until you are instructed to do so.
- Avoid walking through smoke – it is hot and toxic.
- In the case of a lockdown, you need to follow your trainer's or other staff member's instructions and: Lock yourself in a room.
- Close the windows and blinds and turn off the lights.
- Stay out of sight and remain quiet and turn your mobile phone to silent. Avoid use of social media.
- Remain where you are until told to move or leave.
- No drinks are to be taken downstairs without a lid as it is an occupational health and safety hazard to other learners.

20. First Aid

If you need first aid, advise your Trainer or a member of staff, and they will assist you.

21. Book library

UTAIT provides supports to your learning environment and information needs. A collection of technical books are available for take-home readings. Contact the student support staff for borrowing books.

22. Wireless Access on UTAIT campuses.

UTAIT now provides wireless access points within UTAIT premises. Students are able to connect their personal digital devices (laptops, mobiles and other devices) to the Internet via UTAIT wireless network. You can obtain the wireless password from the Administration office.

23. Children on Campus

UTAIT does not provide facilities for childcare. You cannot bring your children in classes for both the child's sake and the comfort of the other participants.

24. Harassment-Free Environment



At UTAIT, Harassment is any behaviour that offends, humiliates, or intimidates any other person on any grounds where the behaviour is not welcome. Harassment may be sexual or non-sexual. Harassment due to race, sex, pregnancy, race, religion, marital status, sexual preference, disability, transgender status, or age is against the law under the Victorian Equal Opportunity Act 2010. Harassment can take many forms:

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated, or put in someone's workspace or belongings on a computer.

(Including email) or on the internet, including social media platforms.

- Verbal abuse or comments that put down or stereotype people generally, particularly individuals, because of their sex, pregnancy, race, homosexuality, disability, transgender (Transsexual), age or marital status, or physical characteristics such as height and weight.
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (Transsexual). There is a difference between harmless humour, which may refer to gender, race and so on, and using a racist or sexist joke to have a "dig" at someone - and therefore to harass them.
- Offensive gestures.
- Ignoring, isolating, or segregating a person or group.
- Referring to a person who is transgender by their previous name or gender or calling them "it".
- Staring or leering in a sexual manner.
- Sexual or physical contact, such as grabbing, kissing, or touching.
- Intrusive questions about sexual activity.
- Unwelcome wolf whistling; or
- repeated sexual invitations when the person has refused a similar invitation before.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any particular type of behaviour or action can be considered harassment. If at any time you are not sure if your behaviour is offending or will offend someone, then that behaviour should stop immediately.

It is also against the law for anyone to:

- victimise anyone because they complained about harassment, or
- victimise anyone because they supported someone who complained about harassment.

25. Workplace Health and Safety

UTAIT has a duty of care to ensure the health, safety and welfare of all employees, students and visitors. When you enrol you will be told about any protective clothing and equipment you need for your course. In your first-class orientation you will be given information about what to do in an emergency or if you are injured and need first aid. In your course, you will learn about workplace health and safety relevant to your industry area.

You are required by law to take reasonable care for the health and safety of others in the workplace and at UTAIT.

You must not interfere with or misuse anything provided for you in the interest of health and safety.

You should report any safety issues or concerns to your trainer or student support staff as soon as possible including situations where your level of distress is making you feel unsafe or you feels another student may need assistance due to their level of distress. It is a compulsory requirement of UTAIT's courses that Personal Protective Equipment is worn for all practical learning environments. For further information talk to your Trainer.

26. Alcohol and Other Drugs (AOD)

Do you have any questions about Alcohol and other drugs (effects, risks)? Are you concerned about your own Alcohol or other drug use, or about the drug use of someone you care about? Do you need to know the rules about Alcohol and other drug use at UTAIT? It is UTAIT's policy to minimise harm and promotes the safety and welfare of all students and staff in their learning and workplace environments. We recognise that many factors can contribute to Alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

ALCOHOL AND OTHER DRUG USE ON CAMPUS GROUNDS OR WHILE UNDERTAKING UTAIT ACTIVITIES IS NOT PERMITTED.

Such use may compromise safety and place both students and staff at risk of harm. Staff have a duty of care to students and therefore have the right and responsibility to discuss possible Alcohol and/or other drug concerns with them. Staff also has the right to ask a student to leave their class and the UTAIT's premises if the student is affected by Alcohol and/or other drugs. Staff may contact an apprentice's employer to discuss any concerns. Speak to our student support staff about your issue. Our student support staff will assist you to access an appropriate services:

Direct line for Alcohol & other drugs services in Victoria on 1800 888 236.

This is a 24-hour telephone counselling, information and referral service. At Direct Line, students can talk to professional counsellors who are experienced in alcohol and drug related matters. Referral will be at no cost to the student and all costs associated with the addition service will be the responsibility of the student.

27. Mental Health

One in 5 people will experience a mental health disorder at some time in their life. Mental health disorders can affect people from all social backgrounds, any intelligence and educational level, any age and ethnic background. If you feel unwell or are currently feeling stressed, it is ok to get support. Mental health disorders can be treated and managed effectively. Wherever possible, UTAIT aims to support students in the learning environment and can discuss referral options.

Some helpful strategies to maintain your mental health:

- Talk to friends, relatives, professionals.
- Eat a balanced diet and exercise regularly.
- Get enough sleep.
- Relax and have fun.
- Join a sporting or interest group.
- Seek help when needed.
- Read a self-help book.
- Visit your doctor and discuss your mental health.
- Kids Helpline: 1800 55 1800
- Mental Health Advice Victoria: 1800 888 236 or visit <https://www2.health.vic.gov.au/mental-health> to obtain more information on Mental Health Service providers.

28. Smoking on Campus

You are not permitted to smoke on UTAIT premises.

UTAIT has a legal obligation to maintain a smoke-free environment. You must not smoke in buildings, at entrances or within 4 metres of a pedestrian access point to a building. In UTAIT, geography means that only a limited number of designated smoking areas can be provided, and you must not smoke in other places. Want to give up? Contact the Quitline on 137 848 or visit: quitnow.info.au

29. Feedback and Complaints



Complaints

A complaint would generally be directed at the general performance of UTAIT or its staff in the delivery of our services.

In the first instance, you should discuss your issue informally with the staff or trainers involved, where possible disputes are managed and resolved informally.

Where this informal stage fails to reach an agreed resolution, you may elect to lodge a written complaint by submitting a UTF04A - Complaint and Appeal/Feedback Form to the

administration office.

You can submit your complaint within 12 months of the incidence occurred.

You will receive a written acknowledgement within two (2) working days, including indicative timeframes for the process and the contact person in case you want to make contact during the process. You will be offered the right to present their case in person (with a friend if requested). If it takes more than sixty (60) days to investigate to resolve you complain, you will receive a written notice about this. You will be informed in writing of the progress and the outcome of the resolution process. UTAIT endeavours to resolve a complaint within 20 working days from the date that the acknowledgement was sent to you.

Internal appeal

You may appeal decisions made by UTAIT where reasonable grounds can be established. You must lodge your appeal within 15 working days of the decision or findings are informed to you. You will receive a written acknowledgement within two (2) working days. You will be invited to the appeal hearing to present your documents. You are welcome to bring a friend or advocate to this meeting if that is your choice. Within 5 working days of the hearing, you will receive a notification of decision.

UTAIT endeavours to resolve an appeal within 20 working days from the date that the acknowledgement had been sent to you.

Internal complaints and appeal services are free of charge.

External mediation

If the matter is still unresolved after an internal appeal, then you may apply for an external review of the UTAIT's decision.

Consumer affairs Victoria will hear appeal for domestic students. Information can be founded on: <http://www.consumer.vic.gov.au/resources-and-education>. UTAIT admin staff can assist the student in accessing the process.

Alternatively, student can contact the government authority through the National Training Complaints Hotline: 13 38 73, Monday–Friday, 8am to 6pm nationally.

You will be responsible for paying any costs associated with external mediators.

Where the decision is in support of you, UTAIT will reimburse 100% of the reasonable costs of the external mediation process and will implement the decision and/or corrective and preventive action required as soon as practicable.

UTP35 - Complaints and Appeals Policy and Procedure provides details information about UTAIT complaint and appeals process, visit www.utait.com.au.

Your enrolment will not be suspended, deferred cancelled during the complaint or appeals process. This complaints and appeals process does not limit the student to take action under Australian Consumer Protection Law or through other complaints and appeals mechanism through Government Agency/ies.

30. My Money Matters

Financial Assistance

As a student, managing your budget can be a challenge.

You may be entitled to financial support from Centrelink visit: humanservices.gov.au and click on Centrelink.

Even if you are not eligible for an allowance, you may be entitled to a Health Care Card

Trade Support Loans are loans paid in instalments totalling up to \$20,000 over four years. These loans are intended to assist apprentices with everyday costs while they complete their apprenticeship. Eligible trade Australian Apprentices may apply (opt-in) for regular instalments according to their needs. For more information visit: australianapprenticeships.gov.au/trade-support-loans

Apprentices and Trainees may be eligible for extra financial assistance.

Apprentices may be eligible for Living Away from Home Allowance, to find out more: australianapprenticeships.gov.au/programme/living-away-home-allowance.

Useful website to help with budgeting and managing debts is: moneysmart.gov.au

31. Centrelink

Centrelink delivers Government payments to eligible students. To find out the conditions of eligibility, refer to the Centrelink website: humanservices.gov.au.

Payments are provided to support people who are studying, training, or undertaking an Australian Apprenticeship. Income support payments like ABSTUDY, Austudy and Youth Allowance provide financial support while you study or train. Centrelink also provides payments to help the families and carers of students.

Payments to help you while you study.

Financial support to assist with costs while you finish school, undertake tertiary education, or undertake an Australian Apprenticeship or traineeship. Payments while you are studying, or training include:

Youth Allowance (student): Youth Allowance provides financial help for young people who are studying and training full-time, undertaking a full-time Australian Apprenticeship, or looking for work or sick.

Austudy Payment: Austudy provides financial help to full-time students and Australian Apprentices aged 25 or more.

ABSTUDY Payment – for Indigenous students to help with study costs. Provides help with costs for Aboriginal and Torres Strait Islander Australians who are studying or undertaking an Australian Apprenticeship.

Payments for childcare costs

Child Care Benefit helps cover the cost of approved childcare, including long day care, family day care, occasional day care, and before and after-school care. The Child Care Rebate is paid in addition to the Child Care Benefit and covers some out-of-pocket childcare expenses for those who are working, training or studying. Jobs, Education and Training (JET) Child Care fee assistance provides extra help with the cost of approved childcare for eligible parents who are looking for work, studying, training or undertaking rehabilitation to enter, or re-enter the workforce.

Payments for travel expenses

If you are a student and you live away from home in order to study, Fares Allowance helps you cover the cost of travelling between your permanent home and the place where you are studying. The Assistance for Isolated Children Scheme helps parents and carers who live in rural and remote areas with the extra costs of educating their children.

Education Entry Payment

Available to people receiving specific income-support payments, to help with the cost of study.

Student Start-up Scholarship

If you are a full-time student undertaking an approved scholarship course and are receiving Youth Allowance, Austudy, or ABSTUDY Living Allowance, you will receive the Student Start-up Scholarship in two and a half yearly payments.

Online services for students:

Centrelink has a range of online services available for students. Online services let you do things like:
Apply for Youth Allowance or Austudy

Report future study intentions

View your study details.

Report parental income

Enquiries by Telephone Text (TTY) for people with hearing difficulties – Free call TM 1800 810 586. A TTY phone (teletypewriter) is required to use this service.

Important: Calls from fixed phones from anywhere within Australia to 13 numbers may cost up to 25 cents and calls to 1800 numbers are free of charge to the caller. Calls from payphones and mobile phones to 13 numbers or 1800 numbers may be charged at a higher rate. Information in languages other than English (Auslan service is also provided) – 1300 287 526.

Centrelink provides many other services. Check their website for further information.

Changes in your circumstances may affect your payments and entitlements. You MUST tell Centrelink within 14 days if any of the following happen:

- You earned or received any income.
- Your income details changed.
- Your partner's income details changed.

32. Community Information

Emergency Numbers	Phone Number
Ambulance, Police, Fire	000
Crime Stopper	1800 333 000
State Emergency Service (Floods and Storms)	132 555
Health services and Hospitals	
Health and Human Services (COVID-19)	1800 675 398
Austin Health - Austin Hospital	03 9496 5000
Northern Health	03 9495 0400
Broadmeadows Health Service	03 8345 5000
The Northern Hospital	03 8405 8000
Community Assistance	
Aboriginal or Torres Strait Islander Support Services	(03) 8470 1111
Electricity – Energy Australia General Enquiries	131 535
Energy Australia Emergency	131 388
Gas – AGL Emergency Service (24 hr)	131 909
City west water emergency	131 691
Darebin city council	(03) 8470 8888
Melbourne Counselling Services	(03) 9653 3250

NorthStar Employment Services	(03) 9460 2258
Edward Street Medical Clinic	(03) 9469 5600
Victorian Legal Aid Services - North-Western suburbs	(03) 9302 8777
Alcohol & other drugs services in Victoria	1800 888 236
HIV and Sexual Health Hotline	1800 038 125
Financial Counselling Service	(03) 9585 1955
Centrelink	136 150
Safe steps Family Violence Response Centre	1800 015 188
Lifeline	131 114
Sexual Assault Crisis Line	1800 806 292
Men's Referral Service	1800 065 973
Transport Information	
Public Transport Victoria	1800 800 007

33. Useful Website

Description	Website
COVID-19 advice for schools	https://www.education.vic.gov.au/school/Pages/coronavirus-advice-schools.aspx
Coronavirus (COVID-19)	https://www.dhhs.vic.gov.au/coronavirus
Alcohol and Other Drugs assistance	www.alcohol.gov.au www.druginfo.adf.org.au www.ncpic.org.au
Apprenticeships and Traineeships	www.australianapprenticeships.gov.au
Books and Equipment – online shopping	www.hitbookshop.com.au/
Career Information	www.myfuture.edu.au/
Centrelink	www.humanservices.gov.au/customer/dhs/centrelink www.humanservices.gov.au/

Disability	australia.gov.au/people/people-with-disabilities
Gay and Lesbian Counselling	www.glcsnsw.org.au/
General Health	www.healthinsite.gov.au/
HIV/AIDS/STI's	www.connectline.com.au
Homelessness	www.homeground.org.au/
Mental Health Information	www.beyondblue.org.au/ www.headspace.org.au/ www.mentalhealth.asn.au/ http://moodgym.anu.edu.au/welcome http://au.reachout.com/ www.sane.org/ www.blackdoginstitute.org.au/
Money Matters	www.moneysmart.gov.au/
Parenting Assistance	www.parentline.org.au/
Public Transport	https://www.ptv.vic.gov.au/
Sexual Assault	http://www.sacl.com.au/
Student and Course Information	www.utait.com.au
Smoking Quit Line	www.quitnow.gov.au/

PART D - COURSE GUIDES

UTAIT offers the following National Accredited qualifications for domestic students:

- ✦ **AUR20220 - Certificate II in Automotive Air Conditioning Technology**
- ✦ **AUR30620 - Certificate III in Light Vehicle Mechanical Technology**
- ✦ **AUR32120 - Certificate III in Automotive Body Repair Technology**
- ✦ **AUR32416 - Certificate III in Automotive Refinishing Technology**
- ✦ **AUR40216 - Certificate IV in Automotive Mechanical Diagnosis**
- ✦ **AUR50216 - Diploma of Automotive Technology**

UTAIT also offers the following National Accredited short courses for domestic students:

- ✦ **AURSS00037 – Hybrid Electric Vehicle Inspection and Servicing Skill Set**
 1. **AURETH110 Diagnose and repair high voltage rechargeable energy storage systems in hybrid electric vehicles**
 2. **AURETH011 Depower and reinitialise hybrid electric vehicles**
 3. **AURETH012 service and maintain electrical components in hybrid electric vehicles**
- ✦ **AURSS00052 - Light Vehicle Wheel Alignment Skill Set**
 1. **AURTTJ011- Balance wheels and tyres**
 2. **AURTTD004- Inspect and service suspension systems.**
 3. **AURTTD002- Inspect and service steering systems.**
 4. **AURLTD006- Carry out light vehicle wheel alignment operations.**
- ✦ **AURSS00032 - Automotive LPG Installation, Service and Repair Skill Set**
 1. **AURTTL007 Inspect and service LPG fuel systems**
 2. **AURTTL008 Diagnose and repair LPG fuel systems**
 3. **AURTTL009 Install LPG fuel systems**
- ✦ **Vehicle diagnostic Light Vehicle Technicians**
 1. **AURTTA118 Carry out diagnostic procedures**

Note – During COVID19. Lock down all the classes will be hold online. unless there are further changes to restrictions, practical classes will resume.

Government funded.

There is no government fund for our courses.

Complaints and appeals process.

Refer to Complaints and Feedback section above.

UTAIT is responsible for compliance of all training and assessment activities and issuance of AQF certification document. UTAIT has no third-party arrangement in the delivery of its training and assessment activities.

34. My study pathways within UTAIT

There are various learning pathways available to help you achieve your goals. The skills and knowledge you gain during your career and education are recognised and can be credited towards future studies and qualifications. If you are ready to move, check what other courses UTAIT offers by visiting www.utait.edu.au.

35. Credit Transfer (CT)

Credit Transfer is available to you. UTAIT trainers and staff will assist you to prepare the application and supporting documents for Credit Transfer. There is no cost to the student to apply and obtain Credit Transfer. You are encouraged to discuss your circumstances with your Trainer or our administrative staff (Refer to UTP25 - Credit Transfer Policy and Procedure)

36. Recognition of Prior Learning

Recognition of Prior Learning and Recognition of Current Competency is offered to all students irrespective of the course they are completing. You may gain credit transfer on previously completed accredited courses through Recognition of Prior Learning (RPL).

RPL means recognition of competencies currently held regardless of how, when or where the learning occurred. Competencies may be gained through formal or informal training, work experience or through general life experience.

In order to grant RPL, the assessor must be confident that you are currently competent against the endorsed industry standards specified in the Australian Quality Training Framework accredited courses.

Evidence could take a number of forms and could include certification, references from employers, testimonials, work samples or direct questioning and observation of student performing a challenge task. The assessor must ensure the evidence is authentic, valid, reliable, current, and sufficient.

You are encouraged to discuss RPL with UTAIT staff prior to starting the training course or as soon as possible into the training period.

If after assessment the participant is not satisfied with the decision, they should lodge an appeal in writing as per the Institute's UTP35 - Complaints and Appeals Policy and Procedure.

Should you require more information or need support you can make an appointment with the Training Director of UTAIT who will assist you. Refer to UTP26 - Recognition Policy and Procedure

37. UTAIT courses in transition – keeping your qualifications current

Each Australian industry regularly reviews the training package qualifications needed for employment. The current version of a qualification is always published on www.training.gov.au. All providers of vocational education and training need to make sure they deliver the current qualification as determined by industry. When a course is superseded and replaced by a new qualification, we have

12 months to help you complete the old course. Once that time is up, we must make sure that all students have been "transitioned" to the new qualification. Often, the new course has equivalent outcomes to the old course, and you will not need to complete any more study than you would have done in the old course. Sometimes, there are additional new units that you may need to complete, at the request of industry. Without these additional components, you would not meet the latest industry standards. You may notice that your new transcript will show a new course number and national code and may include credit transfer and advanced standing into the new units. If you are studying in a course for more than one year, your enrolment may be transitioned at some point during that course. Your Trainer will inform you if this is the case.

38. Your Unique Student Identification Number (USI)

The Unique Student Identifier (USI) is a national student number, allowing students to see all of their individual training results from all providers including all completed training units and qualifications in one space! Each individual account will be linked to the National Vocational Education and Training (VET) Data Collection, meaning you will be able to find, collate and authenticate your VET achievements into a single transcript. It will also ensure that your training records are not lost. You only need one USI for all your study, and it stays with you for life! From 1 January 2015 all students studying qualifications are required to register for a Unique Student Identifier before enrolment. This means when you come to UTAIT to enrol, you will need one. Go to the front of the queue - create your own Unique Student Identifier (USI) now by visiting <http://www.usi.gov.au/createyourUSI/Pages/default.aspx>.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988.

The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers Registrar's Privacy Policy can be found at usi.gov.au/Pages/privacy-policy.aspx.

39. Common Q&As to Training & Assessment

Student's Guide to Assessment provides information about assessment in the form of frequently asked questions and answers on the way students are assessed in UTAIT. You may like to keep your guide with other important documents relating to your qualification.

Will I receive any other documents telling me how I will be assessed?

Yes. Each unit of competency has a Student Overview that provides overall information about the unit and how the students will be assessed. Besides, each assessment task has a student instruction. You can access this information on LMS using your username and password. Your trainers will also explain the assessment requirements to you at the commencement of each unit of competency. The Student Instruction for each assessment task will provide information on:

- Competence that is being assessed
- The assessment task.

- Marking criteria for the assessment task
- When and where you will be assessed
- How feedback on your progress will be provided
- How your results will be recorded
- How you can appeal if you think the assessment has been unfair.
- Cheating and plagiarism

As a student it is your responsibility to read the information contained in the guides and to ensure that you understand the information in them. If you do not understand or are unsure about what is required, please ask your Trainer.

Remember your teacher is your most important contact for information about assessment.

What kinds of assessment are there in UTAIT?

UTAIT uses a range of appropriate assessment methods and tasks to evaluate your competence in a particular unit of competence/qualification. All assessments tasks are designed in accordance to the relevant training package specifications of a qualification/unit of competence and may include workbook, practical assessments, project work, oral/written tests, third party report or other methods deemed appropriate to assess your competence in carrying out tasks to a required standard. Refer to the Student Assessment Guide – Unit of competency for accurate information related to the applicable assessment activities. There is also skills recognition which means that you will not have to repeat units you have already achieved through formal or informal learning. To have your skills recognised you need to get a formal assessment. You should discuss this with your Trainer to find out what evidence you need to show in order to gain recognition.

Are there penalties if I cheat?

It is UTAIT's policy to promote honesty and integrity of learning and assessment. It is expected that you are to accept your responsibility to maintain honesty and integrity in all endeavours inside and outside of UTAIT's classroom, workshop or garage.

If you are found to have involved in cheating or plagiarism in an assessment task, you will be deemed Not Satisfactory. Refer to UTP39 - Plagiarism and Cheating Policy and Procedure for further information, including types of cheating, plagiarism and disciplinary actions.

What happens if I miss a formal assessment activity or an exam, or if I am late with an assessment task?

You should contact your Trainer to discuss this as soon as possible, giving reasons for your lateness or absence.

How much notice will I receive about assessment tasks?

There will be a range of assessment tasks that you will undertake during your study. All adequate assessment information will be provided to you in the 'Student Guide' on commencement of each unit. Your Trainer will give you adequate notice of the assessment event, depending on the duration of unit. If you are unsure always ask your Trainer.

Can I appeal my results?

Yes, in the following cases:

- to request a review of a result
- to request special consideration
- to lodge a formal complaint regarding some aspect of the assessment process.

You should discuss with your Trainer about your result first. If you are not satisfied with the solution provided by your assessor, you can submit a formal assessment appeal request. Refer to UTP35 - UTP35 - Complaints and Appeals Policy and Procedure.

What happens if I fail, get a 'not yet competent' result?

You must apply for re-assessment in writing within seven (7) calendar days after the result is made available to you. For each assessment task, you are allowed one (1) free re-assessment. The second re-assessment attempt for the same assessment task will incur a re-assessment fee of AUD200. Student do not achieve Satisfactory (S) level after two (2) re-attempts will be deemed Not Yet Competent (NYC) for the relevant unit of competency and there is no re-assessment option after the two (2) re-attempts. In this case, you have to re-enrol for the unit. Refer to UTP36 - Assessment Policy and Procedure for more information.

What if I have a special learning need?

Some students have a special learning need and need more supports (e.g.: some people find it hard to retain information from reading, or some people have diabetes and need regular break). If you have any special learning need, you should indicate it in your application form. Your Trainer will be informed about your special learning needs. Your Trainer will discuss how UTAIT can support you during your learning with UTAIT on the first day of your training.

In additions, if you wish to inform UTAIT of a change to your support needs that may affect your learning while undertaking training, you should discuss your needs with your Trainer and/or advise UTAIT officially by submitting the UTF41 – Student Change of Personal Details & Learning needs Form to the student support services manager or access the feedback function via UTAIT's website www.utait.com.au.

What if I am sick or have a medical condition that affects my training?

Could submit a course defer application to UTAIT administration office.

What if my personal details have changed?

You need to submit the UTF41 – Student Change of Personal Details & Learning needs to the administration office.

Do I need to bring any tools and equipment to class during the course?

No, all tools and equipment necessary for training and assessment will be provided by UTAIT. These tools and equipment are the property of UTAIT. You only need to bring your own PPE to class.

What book I should bring to class?

You will receive a learning book at the commencement of your course. It is part of your material fees.

Is there any public transport to the campus?

Yes, there is as followings:

- ✦ Bus 553 from Reservoir train station to the corner of Henty Street and Newlands Road, which is 5 minutes' walk to the campus. <https://melbourneontransit.blogspot.com/2019/02/timetable-tuesday-10-bus-route-553.html>
- ✦ Bus 561 from Coburg train station to Reservoir train station which passes by the front of the campus on Newlands Road. <https://moovitapp.com/index/en-gb/public-transportation-line-561-Melbourne-2803-851985-785838-0>

Is there any parking on campus?

Parking is available on Newland Roads, opposite UTAIT. Students should pay attention to the signs.

Part E - PAYMENTS AND REFUNDS

40. Payment Methods

Students may pay fees and other enrolment-related charges by: EFTPOS, Visa, MasterCard, bank cheque, or Electronic Transfer to:

Account Name: UTA Institute of Technology

Bank: Commonwealth Bank of Australia

BSB: 063 385

Account No: 1068 6944

Please include your name and student ID number with the payment

41. Course fees

Course fees are listed with each course. Please refer to the Fees and Charges Schedule in our website www.utait.com.au for details. This cost provides for tuition, administration costs and course materials. Enrolment into a class will only be accepted upon payment of the enrolment/deposit of at least \$200 tuition fee and the application fee. On the course commencement date, UTAIT may require payment in full of tuition fees from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition fee yet to be delivered to the student shall not exceed \$1,500.

42. Confirmation

UTAIT PTY LTD does not confirm bookings, once the full fee or deposit of \$400.00 tuition fee and the application fee has been paid. Enrolments should be considered effective unless we contact you to state otherwise.

43. Refund Policy

All applications for refund must be made in writing, using the UTF35 – Refund Application Form and submitted to the Student Administration.

Please note where the student withdraws from the course without notification no refund is payable.

Applications for refunds are to be processed by administration within 10 working days from the date of receipt of the application.

The assessment of refund applications shall be granted as indicated below (NOTE when interpreting this table, a week is defined as 7 calendar days):

Fee Type	Circumstance	Refund Amount
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Tuition Fees	STUDENT DEFAULT	
	Withdrawal at least 4 weeks prior to agreed start date	75% Full refund
	Withdrawal at least 2 weeks prior to agreed start date	50% Full refund
Fee Type	Circumstance	Refund Amount
	Withdrawal on or after the Course start date	No refund

Tuition fee	UTAIT DEFAULT	
	Course withdrawn by UTAIT. prior to start date	Full refund including application fee
	UTAIT is unable to provide the course for which the original offer was made	Full refund or assist students to find another registered provider
	UTAIT cannot continue delivering the qualification	UTAIT will offer alternative place that must be accepted or a refund of the unused portion of tuition fees.

Fee Type	Circumstance	Refund Amount
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OTHER FEES AND CHARGES		
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Application & Administration Fees	Only refundable when RTO does NOT deliver	Full Refund
Materials Fees	Fees for materials and or uniforms.	Refund of unused Portion
Other Fees	Fees such as copying or reissue of certificates	Refund in full IF the Service has not been provided, otherwise unused portion only

UTA INSTITUTE OF TECHNOLOGY PTY. LTD. (UTAIT) reserves the right to make changes to courses where necessary.

UTA INSTITUTE OF TECHNOLOGY PTY. LTD. (UTAIT) reserves the right to change course fees, dates, content, or method of presentation at its discretion.

Students will be entitled to change their mind during the cooling-off period and all Tuition fees will be refunded. Administration fee is not refundable.

This refund policy and the availability of complaints and appeals processes do not remove the right of students to take action under Australia's consumer protection laws. Also, this policy does not restrict students to pursue other legal remedies.

44. Your rights if we close or cease to deliver training

In an unexpected circumstance occurs such as insufficient number of students to run class, UTAIT will provide you an alternative place in another class, subject to mutual agreement, or provide you a full refund.

-----End-----