STUDENT HANDBOOK

2026–2027 EDITION

VERSION 8

Domestic and International Students
Onshore and Offshore



UTA INSTITUTE OF TECHNOLOGY

RTO 41121 | CRICOS 04064G

Introduction

Student Handbook. This handbook is a practical guide to studying with UTA Institute of Technology (UTAIT). It explains admission, enrolment, fees, training, assessment, student support, safety, course progress, attendance, complaints, appeals and completion. It applies to domestic and international students, including onshore and offshore students, according to their course, location and enrolment arrangements. International students also receive guidance about studying and living in Australia.

Read this handbook with your signed Written Agreement, Letter of Offer, course information and current UTAIT policies. It does not replace Australian law, applicable visa conditions or your legal rights. Mandatory legal requirements prevail.

Legal framework

UTAIT operates under the National Vocational Education and Training Regulator Act 2011, the 2025 Standards for Registered Training Organisations and the Australian Qualifications Framework. International education is also governed, where applicable, by the Education Services for Overseas Students Act 2000, the ESOS Regulations 2019, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the Tuition Protection Service framework, as amended. The Privacy Act 1988 and applicable Commonwealth and Victorian laws also apply.

Regulatory update

The 2025 Standards for RTOs commenced on 1 July 2025. This edition also recognises changes to the ESOS framework made through the Education Legislation Amendment (Integrity and Other Measures) Act 2025 and subsequent instruments. These cover education agent oversight, commission reporting, English language evidence and restrictions on commissions for certain onshore transfers, subject to applicable exceptions.

Transferring to UTAIT? Check the 12-month requirement

From 2 October 2026 to 30 June 2027 inclusive, non-school overseas students are generally restricted from transferring providers during the first 12 months of their principal course. A transfer within this period requires an applicable exception under National Code Standard 7, such as an approved release recorded in PRISMS. Under the current provisions, the restriction returns to six months from 1 July 2027. Contact UTAIT before arranging a transfer and check the current requirements.

Changes and amendments

This handbook is subject to change during 2026–2027 to reflect amendments to legislation, regulatory standards, government requirements and UTAIT policies. Information is current at 22 October 2026. UTAIT will communicate material changes and update its published information. Use the latest issued version and seek clarification before acting. Amendments must respect mandatory law and existing contractual rights.

Document control and how to use this handbook

Document item	Details
Title	UTAIT Student Handbook 2026–2027
Edition	2026–2027 edition | Version 8 | Updated 22 October 2026
Owner	Chief Executive Officer and Compliance Management
Applies to	Domestic students; onshore international students; offshore international applicants and students, as relevant to the approved delivery arrangement
Review	At least annually and when legislation, fees, policies, delivery arrangements or contacts change

Which information applies to you

Student group	How to use this handbook
All students	Read the common sections on enrolment, fees, training, support, conduct, safety, complaints and completion.
Domestic students	Follow your course timetable and Written Agreement. Student visa, CoE and OSHC requirements do not apply solely because you study at UTAIT.
Onshore international students	Read the common sections and the international student section. Visa requirements depend on your visa and circumstances.
Offshore international applicants	Read the common sections and the pre-arrival guidance if you intend to travel to Australia. Confirm visa, CoE and OSHC arrangements before travel.
Students studying entirely offshore	Not applicable; we don't deliver outside the country. (Offshore campuses)

Offshore guidance does not mean that every UTAIT course is offered overseas or online. Confirm that the specific course, delivery location and mode are approved and available before enrolling.

UTAIT Courses and Durations

Qualifications and short courses listed on the UTA Institute of Technology website as at 23 October 2026. Durations include breaks where stated.

Course code	Course name	Duration
AUR20220	Certificate II in Automotive Air Conditioning Technology	20 weeks
AUR30620	Certificate III in Light Vehicle Mechanical Technology	62 weeks
AUR32126	Certificate III in Automotive Body Repair Technology	62 weeks
AUR32721	Certificate III in Automotive Electric Vehicle Technology	71 weeks
AUR40226	Certificate IV in Automotive Mechanical Diagnosis	36 weeks
AUR40626	Certificate IV in Automotive Electrical Technology (Battery Electric Vehicle)	32 weeks
AUR40626	Certificate IV in Automotive Electrical Technology (Hybrid Electric Vehicle)	32 weeks
AUR40720	Certificate IV in Automotive Body Repair Technology	24 weeks
AUR50216	Diploma of Automotive Technology	38 weeks
AURSS00032	Automotive LPG Installation, Service and Repair Skill Set	2-6 weeks
AURSS00037	Hybrid Electric Vehicle Inspection and Servicing Skill Set	2-5 weeks
AURSS00044	Vehicle Air Conditioning Service, Retrofit and Repair Skill Set	3-10 attendance days; calendar span to be confirmed
AURSS00052	Light Vehicle Wheel Alignment Skill Set	2-7 weeks
AURSS00063	Battery Electric Vehicle Diagnose and Repair Skill Set	3-12 weeks
BSB60120	Advanced Diploma of Business	36 weeks
BSB80120	Graduate Diploma of Management (Learning)	30 weeks

- **Short courses and the two management qualifications are listed as domestic only.**
- **AUR40626 is shown twice to identify the battery electric and hybrid specialisations.**
- **For AURSS00044, the website specifies 10 attendance days; the calendar span is to be confirmed.**

Source: utait.edu.au/utait-review-compare/ and utait.edu.au/utait-review-courses/

Contents

Follow the handbook in order before enrolment, then use the numbered sections as a reference during your studies. In Word, the Navigation Pane also provides direct access to headings.

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01 Welcome and getting started

Begin here to find your contacts, prepare for orientation and understand your responsibilities.

Dear Student

Welcome to UTA Institute of Technology. Our vocational education community focuses on practical capability, professional conduct and safe industry practice. We provide clear course information, suitable resources, qualified trainers and assessors, fair assessment and timely support to help you participate confidently.

Attend scheduled training, submit your own work on time, follow safety directions, maintain satisfactory progress and keep your contact details current. Speak with your trainer or Student Support early if a concern affects your studies.

Please keep this handbook and refer to it together with your course information, timetable, Written Agreement and current UTAIT policies. We look forward to supporting your progress and your future career.

Sincerely
Dr Donald G Isaiah
Chief Executive Officer

Your first week checklist

Done	Action	Why it matters
☐	Attend orientation and campus induction	You receive essential safety study support and visa information
☐	Confirm your current residential address, phone and email	Use your Australian address once you arrive; offshore students provide their current overseas contact details.
☐	Provide or verify your Unique Student Identifier	Provide a USI where required, or discuss an applicable exemption with Student Administration.
☐	Check your timetable and scheduled contact hours	You are responsible for punctual attendance and completing scheduled learning
☐	Read the assessment plan and course progress rules	You need to know due dates evidence requirements and intervention points
☐	Activate learning and communication accounts	Official messages and learning resources may be delivered electronically
☐	Confirm health cover where applicable	Student visa holders arrange required OSHC; other students confirm their own health cover arrangements.
☐	Save UTAIT and emergency contacts	Early contact makes it easier to provide support

Essential contacts

Need	Contact
Emergency in Australia	Call 000 for police, fire or ambulance
Administration and student support	03 9462 3464 | info@utait.edu.au | admin@utait.edu.au

Need	Contact
Student support email	admin@utait.edu.au
Campus	58 Newlands Road, Reservoir VIC 3073
After-hours support	047804755 text only after hours; in an emergency call 000
Calling UTAIT from overseas	+61 3 9462 3464; for a local emergency use the emergency number in your country
Translation and interpreting	TIS National 131 450 | tisnational.gov.au
Overseas student external complaints	Commonwealth Ombudsman | ombudsman.gov.au | 1300 362 072

Student rights and responsibilities

What you can expect from UTAIT

- Accurate and current information before enrolment so you can make an informed decision.
- Training and assessment consistent with the training product and the 2025 Standards for RTOs.
- Qualified and vocationally competent trainers and assessors with current industry knowledge.
- Reasonable access to facilities equipment learning resources and student support.
- Fair recognition of eligible credit transfer and a transparent recognition of prior learning process.
- Timely information about changes that materially affect your course or Written Agreement.
- Privacy confidentiality procedural fairness and access to complaints and appeals without victimisation.
- AQF certification documentation when all course and administrative requirements have been met.

What UTAIT expects from you

- Provide genuine accurate and complete information and documents.
- Meet the entry, enrolment, fee, attendance, course progress and assessment requirements for your course, and any visa requirements that apply to you.
- Participate actively and arrive ready for class and practical work.
- Follow lawful instructions safety requirements and reasonable workshop controls.
- Treat students staff visitors and property with respect.
- Submit your own work and acknowledge sources and permitted assistance.
- Keep your residential address, phone, email and emergency contact details current. International students must also keep relevant visa details current.
- Respond promptly to official communication and attend requested intervention or support meetings.

Information before enrolment

Before accepting an offer, check your course, duration, location, timetable, entry requirements, equipment, assessment, tuition and additional charges, refunds and enrolment change conditions. Check CRICOS and transfer requirements where applicable. Ask questions before signing your Written Agreement.

02 About UTAIT

Learn about the organisation, campus, facilities and people who support your training.

The organisation

UTAIT, as an RTO, customises training programs to cater to individuals' diverse learning needs, abilities, and expectations. We employ established training techniques, motivation strategies, and support to facilitate effective learning experiences.

Our trainers and management boast extensive experience in their respective industries and qualifications spanning over three decades.

Mission

Our mission is to provide relevant, high-quality vocational programs for learners and employers. We work with industry to meet workforce needs and use suitable practical, simulated and technology-supported learning methods.

Our commitment extends to engaging trainers who meet UTAIT's professional development standards, ensuring their qualifications, skills, industry knowledge, and vocational currency are up-to-date.

Core Values: At UTAIT, we uphold the following values:

• Person-Centered Approach

• Accountability

• Collaboration

• Commercial Focus

These values form the bedrock of our operations, guiding us as we deliver exceptional training and services to our stakeholders while maintaining a focus on meeting industry needs.

Code of Practice

UTAIT acts with integrity and provides accurate course, enrolment, fee and refund information. Training facilities, resources and delivery methods must be appropriate to the course. Student records are maintained securely, and students can request access to their own information.

UTAIT maintains a safe learning environment, monitors training and support services, seeks student feedback and reviews its performance for continuous improvement under the applicable VET and ESOS requirements.

Guidelines policies and procedures

Any UTAIT guidelines, policies, procedures, and documents referred to in this handbook will be available to enrolled students at the request or from UTAIT’s website: www.utait.edu.au.

History

UTAIT works within the 2025 Standards for Registered Training Organisations which has brought about major changes in the vocational pathways we are able to offer to our learners.

UTAIT is registered to deliver nationally recognised vocational education and training within its approved scope. Current scope and CRICOS course information must be checked on training.gov.au, CRICOS and UTAIT’s website.

UTAIT has association with many automotive industry businesses and peak industry bodies.

UTAIT Responsibilities

UTAIT is responsible for providing compliant training and assessment services under all legislative standards, and issuance of AQF certification documentation.

We are committed to meet all ESOS Framework, CRICOS and domestic VET Quality Framework requirements at all times.

Campus and contact hours

UTAIT's Australian campus is at 58 Newlands Road, Reservoir VIC 3073. The published office hours in this handbook are Monday to Friday 9 am to 5 pm and Saturday to Sunday 9 am to 5 pm. Check opening arrangements before visiting on a public holiday or during a break. Your class timetable may differ from office hours.

Contact Student Administration on 03 9462 3464 or admin@utait.edu.au. Students studying offshore should use the contact channels and time zone arrangements specified in their course information.

Qualifications being offered by UTAIT

Obtain the current fact sheet for your chosen course from Student Administration or utait.edu.au. Check the course code, approved delivery location and mode, duration, entry requirements and fees.

Facilities and resources available to students

Facilities include classrooms with projectors and whiteboards, a student lounge, kitchen, bathrooms including an accessible toilet, library resources, a computer lab, Wi-Fi and printing services.

People supporting your studies

The Trainers and Assessors at UTAIT supervise all training and assessments. In addition, trainers are responsible for day to day course administration. All trainers and assessors have related vocational qualifications and industry currency, necessary to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

Training Management

The Director of Studies, Training Manager and Head trainers are responsible for ensuring quality training and delivery.

Student Administration Team

The Student Administration Team is responsible for liaising with students for general and course enquires.

Student Administration: 03 9462 3464 | admin@utait.edu.au. After hours: 0432 663 083, text only.

Student Support Officer

The Student Support Officer will act as the student contact point and is responsible for identifying and supporting students' learning need and other living information, and handling complaints and appeals.

Student Support: 03 9462 3464 | studentsupport@utait.edu.au. After hours: 0432 663 083, text only.

03 Admission enrolment and recognition

Check the requirements for your chosen course before accepting an offer or paying fees.

Student Selection

UTAIT welcomes applications from people of all backgrounds who meet the published course entry requirements.

International students enrolling for study in Australia must accept a Written Agreement before or at the same time as UTAIT accepts tuition or non-tuition fees. All students receive the applicable enrolment terms and fee information before accepting an offer.

Entry Requirements

Obtain the current fact sheet for your chosen course from Student Administration or utait.edu.au. Check the course code, approved delivery location and mode, duration, entry requirements and fees.

In order for an applicant to enrol, the applicant must submit an application through the RTOs website, by email or in person.

The application must be supported with sufficient documental evidence pertaining to the formal identification of the applicant, preferably supported by a photo ID, including but not limited to:

Identity evidence may include an Australian or overseas driver licence (with an official English translation where required), learner permit, proof of age or Keypass card, passport and relevant visa evidence, Australian birth certificate, citizenship or registration by descent certificate, ImmiCard, Victorian marine licence or Medicare card. Supply the identification appropriate to your application and any required academic transcripts and English proficiency evidence.

All supporting documentary evidence submitted with an application must be provided as certified copies. If a document has not been originally written in English, the document must be accompanied by a certified translation.

UTAIT considers course suitability, essential training product requirements and support needs individually. Reasonable adjustments and available support are discussed with the applicant; disability alone does not exclude an applicant.

Student Administration will advise the application outcome or request further information.

Enrolment

The best way to enrol in any of the courses is to email or call us. You will have access to hard/electronic copies of a pre-enrolment pack containing:

This Student Handbook.

Course marketing material and information and outcomes.

Information on Recognition of Prior Learning.

Refund information.

Complaints and appeals information.

Pay the deposit and instalments stated in your Letter of Offer and Written Agreement, subject to applicable prepaid fee protections. Certification is issued when the course, USI or exemption, and agreed fee requirements have been met.

You will be notified in writing on the outcome of your application.

Pre training review and learning needs

Before enrolment, UTAIT reviews your goals, previous education and experience, course suitability, and language, literacy, numeracy and digital skills. Course entry requirements vary by qualification. Read the current course fact sheet; institute English entry requirements and visa English evidence requirements are separate.

Tell us about support needs before training begins. The review identifies support and reasonable adjustments without changing the competency standard or essential safety requirements.

Unique Student Identifier

A USI is generally required for students undertaking nationally recognised training in Australia before certification can be issued, unless a valid exemption applies. If you already have a USI, provide it and authorise verification. UTAIT will not retain identity documents collected solely to create a USI on your behalf.

International applicants who have not arrived in Australia may enrol before creating a USI and should create it after arrival. International students who complete all study outside Australia do not need a USI. Ask Student Administration about exemptions if you studied partly in Australia and have since left. See usi.gov.au.

National Recognition

UTAIT recognises the qualifications that are presented by any student, provided that they are original (or certified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

For credit transfer, provide verified certification or a Statement of Attainment showing the relevant units. For recognition of skills gained through work or other experience, ask for the RPL process.

Recognition of Prior Learning

Recognition of prior learning is offered to all students at the time of application. An RPL Kit is available for each qualification that is on the scope of registration for the RTO on the national training register.

RPL is $350 plus the material fee, subject to course selection. Credit transfer is $150 per subject. See the complete additional fees and charges table in Section 4; do not assume the RPL fee is a per-unit rate.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and

informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Prior to the RPL application being completed and accepted, the College will provide the RPL applicant with

access to the relevant units via training.gov.au by either assisting them to access the information on this web site or printing unit of competency details for each unit being considered for RPL.

Prior to the RPL application being completed and accepted, the College will meet with the RPL applicant to:

Explain the RPL process to the applicant.

Review the units the applicant is considering applying for;

Review the evidence the applicant has to support the RPL application; and

Provide advice to the applicant on how to collect and present evidence to support their application.

Familiarise the applicant with the RPL Assessment Toolkit

The student Recognition of Prior Learning form should be completed and forwarded to the Training Manager along with the RPL application fee.

Credit Transfer

When you have completed a unit of study at any other Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

Applicants for Credit Transfer must complete the student Credit Transfer application form, attach a copy of a certified Award or Statement of Attainment and submit the application to the Training Manager

The Training Manager will check the Award or Statement of Attainment and grant Credit Transfer for identical units that have been identified as being completed at any other Registered Training Organisation.

Certified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be placed in the student files.

The completed Credit Transfer record must be signed by the student and the Training Manager. Granting of Credit Transfer must be recorded as a unit outcome in the students file.

If applicable student individual training plans will be adjusted to reflect any Credit transfer granted.

Students may use the College appeal procedures if dissatisfied with the outcome of their credit transfer application.

For international students, if UTAIT grants the course credit which leads to a shortening of the student's course then UTAIT must:

if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course; or

if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.

Induction and Orientation Program

An Induction and Orientation Program is conducted for students who enrol in more than one unit of competency. This session helps familiarise students with the policies and procedures of the RTO and includes course information. It is also designed to orientate students to the facilities where they will be undertaking studies and provides an opportunity to ask individual questions.

Where students enrol in only one unit of competency or undertake training via flexible delivery mode, students are referred to this RTO Student Handbook. All students are required to complete an Induction and Orientation Information.

04 Fees payments refunds and protection

Check the full cost of your course and any additional services before signing your Written Agreement. All amounts below are in Australian dollars.

Course tuition and payment schedule

Your Letter of Offer and Written Agreement identify your course tuition, materials, enrolment charge, payment dates and total payable. The additional fee schedule below applies to domestic, onshore international and offshore international students where the relevant service applies. CoE charges and OSHC apply only when relevant to your enrolment and visa arrangements.

The additional fee schedule does not set course tuition prices. Obtain the current course price and written payment schedule from Student Administration. Fees must be disclosed and agreed before the service is supplied. Existing signed agreements and mandatory legal entitlements must be honoured; a handbook update does not automatically vary an existing contract.

OSHC amounts are indicative annual premiums and must be confirmed with the insurer for the required cover and period. OSHC is not a general charge for domestic students or international students. CoE services apply only where a Confirmation of Enrolment is required.

Non-refundable descriptions and the refund processing charge are subject to mandatory law, including statutory visa refusal and provider default refunds, and Australian Consumer Law. The processing charge is not deducted where the law prohibits it. Ask for a written quotation where the table gives a variable basis, including materials, excursions, overseas postage and early completion.

Payment protection and receipts

Domestic prepaid fees are limited to $1,500 at any time for services not yet delivered unless an applicable compliant fee protection arrangement is in place. Students receive payment details and receipts and should retain their Written Agreement, invoices and proof of payment.

UTAIT will issue receipts and manage prepaid fees in accordance with the applicable RTO and ESOS requirements. Overseas students are not required to pay more than 50 per cent of tuition fees before the course starts where the course is longer than 25 weeks, unless the student chooses to pay more. Different rules may apply to shorter courses and payment after commencement. Keep all invoices, receipts and Written Agreement documents.

Additional fees and charges

Service or charge	Amount or basis
Enrolment fee	$350 non-refundable for approved agent enrolment; $500 for direct non-agent enrolment
Materials fee	$850 non-refundable for consumable materials consumed in the course. Material fees vary from course to course.
Amend or change CoE	$300
Reinstatement	$350
Recognition of prior learning RPL	$350 plus material fee, subject to course selection
OSHC single	$696 per year, to be confirmed with the OSHC provider
OSHC family	$3,091 per year +, to be confirmed with the OSHC provider
OSHC couples	$2,120 per year, to be confirmed with the OSHC provider
Deferral	$350
Reassessment	$250
Refund processing	$350
Late payment of fees	$300
Excursion	Subject to activity
Credit transfer	$150 per subject
Replace ID card	$35
Replace certificate	$30
Extension of CoE	$350 per week
Logbook replacement	$250
Postage of documents	$30 within Australia; overseas postage subject to location
Early completion mode	Unit tuition fee per study period
Printing and copying black and white	$0.10 per A4 sheet; $0.20 per A3 sheet
Printing and copying colour	$0.50 per A4 sheet; $1.00 per A3 sheet
Amend academic record due to incorrect information provided by student	$200

Refund policy and applications

(Extracted from UTAIT's Fees and Refund Policy domestic & international students).

Refunds depend on the reason for withdrawal or non-delivery, notice received, services already provided, the Written Agreement and applicable law. ESOS and TPS refund protections apply to eligible overseas students studying in Australia. Domestic and wholly offshore students use the applicable contract and consumer protections.

Any applicable cooling-off entitlement is described in your Written Agreement and relevant law. Ask Student Administration before relying on a cooling-off period. (14 working days)

Each student acknowledges and agrees to the terms and conditions of the Refund Policy and Procedures upon signing the Student Acceptance Agreement.

The terms and conditions set out in this Refund Policy and Procedures apply equally to commencing and continuing students, unless otherwise specified.

UTAIT may, at its absolute discretion, refund to the student all or part(s) of the tuition fees paid where it determines that there are extenuating or compassionate circumstances. Students must provide supporting documental evidence to substantiate the claims.

This policy, the Student Acceptance Agreement and the availability of complaints and appeals processes, do not remove students' right to take action under Australia's consumer protection laws.

The process starts when a student withdraws or cancels his/her enrolled course(s) by submitting the cancellation form.

If the student believes he/ she is due or according to the policy is entitled for a refund, the student is advised to make a Fee Refund Application Form which is available from the student reception area or the college's website.

The completed form must then be submitted in person to the Student Recruitment Manager or by email to: info@utait.edu.au attention: Student Recruitment Manager Refund

The submitted form is reviewed by the Student Recruitment Manager to ensure completeness. The Student Recruitment Manager then signs and enters the date of receipt.

The form is passed to the Finance Department. The Finance Manager reviews the student's current payment status and amounts owing.

The student file and Student Management System are checked to confirm the agreed course commencement date. The refund is calculated under the applicable agreement, policy and mandatory law.

Before the refund can be issued, it must be approved by the Managing Director (except for cases related to provider default).

UTAIT aims to process a completed refund application within 20 working days, subject to any shorter statutory deadline. Approved refunds are paid to the student or a person nominated in writing, normally using the original payment method where practicable.

Refunds are paid in Australian dollars with a written calculation. Any bank charges or other deductions must be lawful and disclosed in the applicable agreement.

Students are not permitted to transfer course fees to another student.

All chargeable fees to students and the terms and conditions of refunds are documented in the following places:

- UTAIT's website
- Student Application Form
- Written Acceptance Agreement
- Student Handbook
- UTA Fees and Refunds for domestic and international students Policy and Procedure

Refund circumstances

Circumstance	Refund basis
Visa refusal before commencement — eligible overseas students	The statutory refund is calculated under ESOS requirements. Where the statutory formula applies, the permitted deduction is the lesser of 5% of course fees received or $500. Non-refundable labels do not override the formula.
Visa refusal after commencement — eligible overseas students	The required refund is calculated under the applicable statutory method for unspent tuition. UTAIT provides the calculation; no prohibited processing deduction applies.
Provider default — eligible overseas students	UTAIT offers an acceptable alternative course, accepted in writing, or refunds unspent tuition under the ESOS requirements. The statutory obligation period is 14 days after default; TPS may assist if UTAIT does not meet its obligations.
Withdrawal received 20 working days or more before commencement	The UTAIT policy provides a 70% tuition refund, with non-tuition fees treated under the agreement and law. A $350 processing fee applies only where lawful and agreed.
Withdrawal received less than 20 working days before commencement	The UTAIT policy provides a 50% tuition refund, with non-tuition fees treated under the agreement and law. A $350 processing fee applies only where lawful and agreed.
Withdrawal on or after commencement or non commencement	The policy provides no refund of current study period course fees and consumed materials, subject to mandatory law and the applicable agreement.
Suspension or cancellation for breach of the Written Agreement	The policy provides no refund of current study period course fees and consumed materials, subject to mandatory law, procedural fairness and review rights.
Death of a student	The legal personal representative may apply for the unused portion of fees paid. UTAIT may request evidence of authority and documents supporting the calculation.

The general withdrawal rules apply to the student group covered by the Written Agreement. Visa refusal, ESOS provider default and TPS provisions apply only where the student and course are covered by those provisions. A mandatory entitlement takes priority over a contractual percentage, exclusion or administrative charge.

If a transfer to a later intake is approved, UTAIT confirms the fee and refund consequences in writing. Any additional cancellation deduction must be disclosed in the agreement and lawful.

Applicable statutory timeframes take priority over administrative processing targets. For eligible overseas students, provider default obligations are generally due within 14 days after default and statutory student default refunds within four weeks of the relevant default or written claim, as applicable.

Students study more than one 1 course at UTAIT

Students applying to start another course with UTAIT are not allowed to commence until:

The minimum payment related to tuition fee and material fee required as per the offer letter has been paid; and

Any outstanding debts have been paid; and

Has attended orientation at UTAIT.

Tuition protection and provider default

The Tuition Protection Service assists eligible international students if a provider defaults and does not meet its obligations. Domestic fee protection is separate; ESOS TPS cover must not be assumed for domestic or wholly offshore study.

Provider Default

What is a Provider Default?

Provider default occurs Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

the provider fails to start providing the course to the student at the location on the agreed starting day; or

after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Notify the Secretary and the TPS Director – 3 days from the Provider default

Under section 46B of the ESOS Act, UTAIT must notify the Secretary (via Prisms) and the TPS Director of the default within 3 business days of the default occurring. The notice must be in writing and meet the requirements of section 46B of the ESOS Act.

Notify the Students – 3 days from the Provider default

Under section 46B UTAIT must also notify each student to which the default applies within 3 business days of the default occurring. The notice must be in writing and meet the requirements of section 46B of the ESOS Act.

Provider obligations within 14 days after default

Under section 46D of the ESOS Act, UTAIT has 14 days after the day of the default (the provider obligation period) to satisfy UTAIT tuition protection obligations to the student as set out in section 46D of the ESOS Act

UTAIT discharges its obligations to a student if the student accepts, in writing, an offer of a place in another course arranged by UTAIT Pty Ltd; or

UTAIT provides a refund to the student of any unspent pre-paid fees in accordance with subsection (7).

Failing to discharge RTO obligations to the student under section 46D is an offence under section 46E of the ESOS Act and serious penalties apply.

Notification of the outcome– 7 days from the end of the obligation period

Under section 46F of the ESOS Act, UTAIT has 7 days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of the RTO obligations. This notice must comply with the requirements of section 46F.

If UTAIT has not met its Provider Obligations, affected students may be assisted by the TPS Director.

If a refund decision is disputed, use Section 9. A complaint or appeal does not remove rights under consumer law or prevent you from seeking independent advice.

05 Learning assessment and progress

Understand how your training is delivered, how competency is assessed and what to do if you are falling behind.

Attendance and participation

Attendance is an essential element of training programs. It is important that students attend all classes, practical sessions and work placement days. All courses have a minimum attendance requirement of 80 percent (80%).

For UTAIT CRICOS courses delivered in Australia, full-time delivery is 20 scheduled face-to-face hours per week. Domestic and offshore students follow the approved hours and mode in their individual timetable and training plan.

Students should arrive on time, including returning from breaks to all sessions regardless of type. Lateness interrupts others and valuable work is missed.

Where work placements are undertaken, students are required to be flexible as the host organisation may require attendance at times which vary from your typical class schedule.

Classes, practical sessions or work placements (including time allocated for self-paced or online studies) will not be scheduled:

for more than eight hours in any one-day OR

outside of 8.00am and 10.00pm on any day for full time students

An Attendance List is used to record attendance and absence at each session. If you arrive late you will be marked absent for the amount of time missed.

Notify your trainer before 9 am if you will be absent from a scheduled class. A properly notified illness absence of up to two days does not normally require a medical certificate; longer absences require supporting evidence.

A medical certificate explains an absence but does not remove it from the attendance record. Provide it promptly and within one month of issue under UTAIT policy; retain a copy.

A medical certificate does not exempt the student from undertaking work or activities for that day and additional tasks may also need to be successfully completed to compensate for the absence. The student must accept responsibility for any absence or lateness and do what is necessary to catch up.

At times, people experience extreme personal difficulties or illness and consequently their attendance is impacted for an extended period of time. If you find yourself in this situation, it is essential you contact your Trainer or Course Coordinator so alternative arrangements can be made.

If a student is absent for more than two consecutive days due to:

Illness

Medical incapacity

Family/Personal reasons

A Critical Incident

Students are required to complete and submit Student Notification of Non Attendance Form.

Sick Leave

Students who feel they are unable to undertake any aspect of the qualification as a result of their feeling ill are required to call and notify UTAIT and submit a sick certificate from a registered medical provider to UTAIT. Whilst missed assessments and deadlines will be entered onto the class attendance record, these must be made up for before a certificate or qualification will be issued.

If the student is going to be absent for more than two (2) days but not longer than three (3) weeks, the student is to apply for leave using UTAIT's Application for Leave form, which is available from reception or can be downloaded from UTAIT's website: www.utait.edu.au.

Training assessment and learner support under the 2025 Standards

The 2025 Standards focus on outcomes for learners and employers. UTAIT must design and deliver training that enables students to attain the skills and knowledge described in the training product, use appropriate facilities resources and equipment, identify support needs, provide reasonable access to support, conduct fair and valid assessment, and use feedback and monitoring to improve performance.

Assessment principles

Fairness: requirements are explained, reasonable adjustment is considered and review is available. Flexibility: assessment responds to the learner's context while maintaining unit requirements. Validity: tasks assess the skills and knowledge required in appropriate conditions. Reliability: evidence is judged consistently against the same requirements.

Rules of evidence

Evidence must be valid, relating to the competency assessed; sufficient, with enough quality evidence for a sound judgement; authentic, demonstrating your own work and performance; and current, demonstrating present competence.

Support and reasonable adjustment

Tell UTAIT as early as possible if disability, injury, language, literacy, numeracy, digital capability, cultural factors, health, caring responsibilities or personal circumstances may affect participation. UTAIT will discuss suitable support or reasonable adjustment with you. Adjustment can change the way evidence is gathered or support is provided, but it cannot remove an essential requirement of the training product, compromise safety or lower the competency standard.

Academic integrity and responsible use of artificial intelligence

Your submitted work must demonstrate your own knowledge and skill. Plagiarism, collusion, contract cheating, impersonation, falsification of records or evidence, unauthorised assistance and reuse of another person's work may constitute academic misconduct.

Using artificial intelligence tools

- Use an AI tool only when the trainer or assessment instructions permit it.
- Do not use AI to generate an answer that is presented as your own competency evidence.
- Check every factual statement and reference; AI output may be inaccurate or invented.
- Do not upload personal information, workplace-confidential material, assessment instruments, student records or restricted UTAIT content to a public AI service.
- Keep prompts and drafts when required and declare how the tool was used.
- Be prepared to explain or demonstrate the submitted work in person.

Where authorship or competence is uncertain, UTAIT may authenticate evidence through questioning, supervised reassessment, practical demonstration or other reasonable methods. A misconduct decision will follow procedural fairness and the student may use the complaints and appeals process.

Flexible Learning Strategies and Assessment Procedures

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

Competency Based Training and Assessment

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and the course details listed on http://training.gov.au/.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group, and you must be always aware that your learning is being assessed even if it is a group activity.

Assessment

Assessment compares your skills and knowledge with the unit of competency, including required evidence and assessment conditions.

Please ensure all assessments are dated and signed off correctly as evidence of assessment is very important.

Trainers as Assessors

Your assessor judges practical and written evidence objectively against the relevant unit requirements.

Trainers and assessors must hold the required credentials, vocational competence and current industry skills.

Results and reassessment

Assessment tasks are recorded as satisfactory or not satisfactory. Unit outcomes are competent or not yet competent. Your assessor explains the evidence required, gives feedback and advises the next steps. Reassessment is $250 where payable under the agreed assessment arrangements; see Section 4. You may appeal an assessment decision using Section 9.

Course progress and early intervention

UTAIT's general VET study period is 10 teaching weeks, excluding holidays and term breaks, unless your course information specifies otherwise.

UTAIT identifies unsatisfactory progress where a student does not successfully complete or demonstrate competence in at least 50% of the units in a study period. Ask your trainer to explain the threshold and the units counted in your study period.

Refer to UTAIT's Course Progress & Intervention Strategy Policy and Procedure for full information.

Stage	What happens	Your action
Monitor	Results participation attendance and assessment activity are reviewed during each study period.	Check feedback and speak with the trainer early.
At risk	UTAIT contacts you and offers or requires an intervention strategy.	Attend the meeting and agree to realistic actions.

Stage	What happens	Your action
Intervention	Support may include tutorials study planning LLN support reassessment scheduling mentoring or referral.	Follow the plan and provide evidence of relevant circumstances.
Unsatisfactory progress	If policy thresholds are not met UTAIT may issue a notice of intention to report.	Use the internal appeal period stated in the notice if you dispute the decision.
Final outcome	Reporting occurs only after applicable appeal processes are completed or not accessed within time.	Keep copies of notices evidence and decisions.

All students are monitored for progress and offered support. A notice of intention to report, CoE changes and reporting through PRISMS apply only to relevant overseas student enrolments. Domestic and wholly offshore students follow the applicable enrolment and appeal arrangements.

UTAIT will apply its published definitions of satisfactory and unsatisfactory progress consistently. A medical certificate or other evidence does not automatically erase an absence or guarantee an assessment outcome; it allows UTAIT to assess whether compassionate or compelling circumstances and an appropriate support or enrolment response apply.

Completing within the planned duration

At enrolment, students receive a training schedule showing the units planned for each study period. For overseas students studying in Australia, the schedule supports completion within the CoE duration.

After the completion of each study period student results will be entered on the student database and a progress report generated for each student whose progress has fallen behind the training program schedule.

Each student identified as falling behind the training program schedule will be interviewed, an intervention strategy implemented, and have their program reviewed by the Training Manager and modified in order to ensure they will complete within the expected duration. Strategies to be considered for achieving the outcome will include:

Resitting assessments

Undertaking additional units in subsequent study periods to “catch up” with their training program schedule.

Optional holiday programmes

A copy of the modified program and a written explanation of the need for the modified program will be provided to the student and placed on the student’s file.

If you cannot complete within your planned duration, UTAIT reviews the reasons and support options. A CoE extension is permitted only in the circumstances allowed under the National Code; it is not automatically approved because a fee is paid.

UTAIT may implement an intervention strategy whenever a student is at risk. Refer to the Course Progress and Intervention Strategy Policy and Procedure.

06 Student support and wellbeing

Ask for assistance early. UTAIT support and referrals help you participate, address barriers and continue your studies.

Language literacy numeracy and digital support

Entry requirements and support needs are reviewed before enrolment. Students may complete an LLN and digital skills assessment as part of the pre-training review; support is not limited to students who lack Year 11. The current course fact sheet identifies the required academic and English entry standards.

LLN Support: If you require LLN support, UTAIT is here to assist you. We'll arrange support systems and make reasonable adjustments based on your LLN level. This ensures that you receive the necessary support to successfully complete your training.

For more detailed information regarding LLN requirements and processes, you can access UTAIT's Language Literacy and Numeracy Policy on our website: www.utait.edu.au.

Student Support contact details

Phone: 03 9462 3464. After hours: 0432 663 083, text only.

Email: admin@utait.edu.au or studentsupport@utait.edu.au

The Student Support Officer assists domestic, onshore international and offshore students through the channels available for the approved course. Services include:

Conducting culturally appropriate orientation programs for new students

Support with the transition into study and, where relevant, life in Australia.

Offering access to emergency and health services

Referral to appropriate legal information and independent advice services.

Support and referral to professional counselling where required.

Offering academic assistance and study support

Addressing welfare-related concerns

Access to facilities and resources

Helping you understand UTAIT policies and procedures, including the complaints and appeals process

Help understanding course progress requirements and visa conditions where relevant.

Information on ESOS protections for students covered by that framework.

Support Services at No Cost: All support services provided by UTAIT are completely free of charge to students. However, if you require special or welfare assistance beyond our scope, we will refer you to an appropriate external service. Please note that while UTAIT does not charge a referral fee, any costs associated with external services will be your responsibility. Our Student Support Officer will guide you in contacting external services if necessary.

Learning Support

The training staff of UTAIT are available to assist students in need with their studying and homework. This support may vary depending on identified needs. Students are encouraged to talk to their trainer when assistance is required to ensure satisfying academic performance.

Students who require additional assistance can schedule appointments with their trainer. There will be support available to assist students in meeting their course requirements and maintaining attendance, such as:

Additional individual or group tutorial/academic guidance

Skills Workshops (see below)

Counselling Services (see below)

The student's academic progress will be reviewed at the end of each study period. Students who are "at risk" will be contacted by the Student Administration Officer immediately, to discuss reasons for falling behind and possible solutions.

Mentor Support

Fully qualified trainers are available for additional consultation. Students are encouraged to talk to their trainer when mentor support is required. Booking is required for additional consultation.

Skills Workshops

- UTAIT offers an array of workshops designed to enhance students' soft skills. These workshops encompass various areas, such as:
- Career Success: Equipping students with the tools necessary for success in their chosen career paths.
- Industry Needs and Demands: Understanding the current industry requirements and aligning skills accordingly.
- Maximizing Internship Opportunities: Guidance on optimizing internships for valuable outcomes.
- Resume Writing: Developing skills to craft professional resumes and cover letters showcasing key skills and experiences.
- Professional Profile and Career Objective: Polishing interview skills, including presenting a professional profile and career goals.
- Interview Preparation: Techniques for effective preparation to excel in interviews.
- Types of Interview Questions: Understanding various question types and mastering how to answer them.
- Office Etiquette: Learning workplace expectations and social behavior nuances.
- Interactions with Co-workers and Customers: Dos and don'ts when interacting with colleagues and clients.

Equipment Requirements

Students are expected to provide certain equipment for their studies including:

Stationery such as notebooks, pens, highlighters, a ruler and an eraser.

Access to a suitable computer, internet connection and word processing software as specified for your course.

Library

UTAIT utilises electronic library resources via the Learning Management System (LMS)

The UTAIT Library is designed to provide a comfortable learning environment that enables and supports students' and trainers' learning, training and research needs. The general collection contains all the required eLearning textbooks, along with additional references that are recommended for each course offered at the College.

Students may ask the trainer for suitable support materials and additional learning resources.

IT Support

UTAIT IT Support Officer will assist students with any computer related issues such as problems with connecting to the wireless network, setting up software or login.

Counselling Services

General advice is available from staff at UTAIT. If a student requires professional counselling services they will be referred to external professional support organisations. Students may be charged a fee for external professional counselling services. UTAIT does not charge a fee for referring a student to an external counselling service.

Welfare and Guidance Services

We endeavour to provide welfare and guidance to all students/learner. In the first instance, you should speak with Student Support Officer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

Learning pathways and possible RPL opportunities.

Provision for special learning needs.

Provision for special cultural and religious needs.

Provision for special dietary needs; and

Any other issue.

Support for offshore students

Confirm the learning platform, time zone, scheduled sessions, trainer availability and assessment arrangements before commencing offshore study. Contact Student Support if internet access, language, disability, health or personal circumstances affect participation. Local emergency, health and legal services depend on the country where you are located.

External help

Service	How to access
Emergency in Australia	000
Health information and service search	healthdirect.gov.au
Mental health and wellbeing	Ask Student Support for a suitable local professional or visit healthdirect.gov.au
Disability support	Discuss reasonable adjustments with Student Support; external referrals depend on your needs
Legal advice in Victoria	Victoria Legal Aid | legalaid.vic.gov.au
International student support in Victoria	studymelbourne.vic.gov.au
Tenancy support	Consumer Affairs Victoria | consumer.vic.gov.au
Employment rights	fairwork.gov.au
Interpreting	tisnational.gov.au | 131 450

UTAIT does not charge for its student support or referrals. An external professional may charge for services; ask about fees before booking. Do not wait for an email or text reply if you need emergency assistance.

07 Conduct fairness privacy and technology

A respectful, inclusive learning environment depends on everyone's conduct and responsible use of information and equipment.

Access and Equity

UTAIT is committed to access and equity and complies with applicable anti-discrimination laws, including the Disability Discrimination Act 1992, Racial Discrimination Act 1975, Sex Discrimination Act 1984 and Equal Opportunity Act 2010 (Victoria).

UTAIT aims to provide the best possible opportunities for students to access our full range of training, assessment and associated services. Students will not be denied access to services where they are deemed eligible for such a service and where the Organisation has the appropriate allocated resources to provide the service to a high quality.

Access to courses requires the prospective student to meet any prerequisite requirements as stated in the Course Flyer and Course Handbook. Selection criteria are also included in these documents and may involve applicants undertaking an interview and assessment.

UTAIT and its staff treat each prospective and enrolled student equitably and without discrimination. Staff are professional and supportive at all times in their approach.

UTAIT is committed to providing an inclusive environment where students are treated in an ethical and responsible manner. Programs are designed to enhance flexibility of delivery and assessment in order to maximise the opportunity for access, participation and support of all students. Delivery alternatives may include self-paced learning, computer-assisted learning, flexible timetabling, face-to-face tutorials and individualised learning.

UTAIT takes meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students including those with a disability.

Alcohol and Other Drugs

Students are prohibited from being in an unfit state due to the use of alcohol or other drugs while undertaking training and assessment activities.

The use, possession, purchase, sale or distribution of illegal substances on the Organisation's premises, during work placement or while undertaking training and assessment activities is not permitted and will result in the appropriate authorities being notified. Disciplinary action may also be taken by the Organisation including suspension, cancellation of enrolment or any other penalty appropriate under the circumstances.

Refer to UTAIT's Student Code of Behaviour.

As an RTO, we have the right to:

Make lawful course or location changes with notice to affected students, while meeting any applicable default and refund obligations.

Propose changes to fees, times or dates only where lawful and consistent with the signed agreement; see Section 10.

Explain any necessary change of campus or delivery mode, its impact and available options, while meeting contractual and regulatory obligations.

Remove a student from a course if they intentionally breach UTAIT's Training policies, procedures and/or guidelines relating to misconduct including theft, or breach of safety and welfare of oneself or others.

Remove a student who provides false or misleading information.

Staff Responsibilities for Access and Equity and Equal Opportunity Issues

UTAIT has a Student Support Officer, and it is to that person that you should direct all problems and information requests: they will refer issue to the best person.

The Student Support Officer acts as the access and equity officer for UTAIT so if you are experiencing any harassment or discrimination, refer the matter to the Student Support Officer in writing.

UTAIT:

Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.

Delivers training services in a non-discriminatory, open and respectful manner.

Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of learners with special needs.

Provides facilities updated to provide reasonable access to learners of all levels of mobility, and physical and intellectual capacity.

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

Actively encourages the participation of learners from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.

Provides culturally inclusive language, literacy and numeracy advice and assistance that assists learners 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.

Requires staff and students to comply with access and equity requirements at all times.

UTAIT provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Student Code of Behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

The right to be treated with respect by others.

The right to be treated fairly and without discrimination regardless of religion, racial and cultural differences, sexual preference, age, disability and socio-economic status.

The right to be free from all forms of intimidation.

The right to study in a safe, clean, orderly and cooperative environment.

The expectation that UTAIT's property will be protected from damage or other misuse. This includes obeying any signs that specify correct use of UTAIT's property e.g. kitchen equipment, student printers etc.

The right to have any disputes settled in a fair and rational manner in line with the Complaints and Appeals Procedure.

The right to work and learn in a supportive environment without interference from others.

The right to express and share ideas and to ask questions.

The right to be treated with politeness and courtesy at all times.

UTAIT expects its students to:

not engage in cheating or plagiarism. not be under the influence of drugs and/or alcohol on campus. submit work when required. be punctual for classes. treat UTAIT's staff, trainers and fellow students with respect and without discrimination. maintain consistent attendance at all required classes and assessments.

pay fees by the due date.

Student attendance will be reviewed every five weeks of the total duration of the course from the commencement date.

Students are required to adhere to UTAIT's Student Code of Behaviour.

In the Event of Non compliance with Our Rules the following applies

UTAIT applies procedural fairness when considering misconduct. The student is informed of the concern and given an opportunity to respond, with written reasons and appeal information. Urgent protective action may be necessary for safety; overseas student enrolment changes must also follow the applicable National Code requirements.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution. For detailed information, refer to UTAIT's Student Code of Behaviour Policy and Procedure.

Privacy and Confidentiality Records Access

UTAIT is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it in writing with the Student Administration Officer with a minimum of 2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

UTAIT seeks consent for disclosures where required. Information may also be disclosed where authorised or required by law, including regulatory, statistical and reporting obligations.

On your application form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

UTAIT is bound by the Privacy Act 1988 (Privacy Act). Any personal information we collect from students will be used, disclosed and stored in accordance with the Australian Privacy Principles outlined in the Privacy Act and any applicable state or territory legislation. We will only collect personal information relevant to students' training program and the business activities that support this. In addition to students' contact information, other types of personal information we may collect may include enrolment forms, training schedules, attendance lists and assessment records. It is mandatory for UTAIT to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes, particularly where funding supports the training.

Discrimination and Harassment

Equal opportunity and anti-discrimination laws protect your rights in education. It is unlawful to discriminate or harass someone because of a personal characteristic protected by applicable law.

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

Deciding who will be admitted as a student including refusing to accept a student's application;

Denying or limiting access to benefits; or

Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Student Administration Officer to get some assistance.

Protected personal characteristics

Protected characteristics include age, disability, race, sex, sexual orientation, religion, pregnancy, marital status, carer status and other attributes protected by applicable law. Tell Student Support if you experience discrimination, bullying or harassment.

Responsible use of technology

Use UTAIT's networks, devices, learning systems and internet access for authorised learning. Protect passwords, use your own account, respect copyright and privacy, and report security concerns promptly. Do not access, alter or damage systems without permission.

- Do not use UTAIT technology for unlawful activity, harassment, bullying, threats, offensive material or unauthorised commercial activity.
- Do not upload or share another person's private information, confidential records or assessment materials without permission.
- Do not distribute malware, bypass security controls or allow unauthorised people to use your account.
- UTAIT may monitor systems for security and appropriate use in accordance with its policies and privacy obligations. Breaches may lead to disciplinary action with procedural fairness.

Academic integrity and permitted AI use are explained in Section 5. Ask your trainer before using external tools for assessment.

Keeping personal details current

It is the student's responsibility to ensure that contact details are up to date with UTAIT. Should there be a change, please fill in the Change of Contact Details form and return it to UTAIT. The form is available from Student Administration Officer and website www.UTAIT.edu.au.

Overseas students studying in Australia must notify UTAIT of changes to their Australian address and relevant contact details within seven days. Other students should advise changes promptly through Student Administration.

08 Campus workshop and personal safety

Follow induction instructions and stop any task that you believe is unsafe. Practical work must meet the safety requirements of the task and location.

UTAIT's Victorian campus operates under applicable occupational health and safety requirements. Follow the campus induction, risk controls, trainer directions and site rules. Offshore delivery must follow the safety requirements applying at its approved location.

Should you be asked to do anything you feel is unsafe:

Stop.

Advise the trainer of your worries and do not proceed.

Stop anyone else with you from doing anything unsafe.

It is UTAIT's responsibility to keep you in a safe learning and working environment and you must not be allowed any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

Dress Code

Wear clothing and footwear suitable for your training activities. Follow the workshop PPE requirements and any task-specific instructions.

During practical work or placement, wear required safety footwear, eye protection and other specified PPE. Secure long hair and loose clothing; do not use equipment without authorisation.

Emergencies Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia 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. In a non-emergency situation you can contact the local police on 131 444.

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 and then notify the nearest UTAIT staff member no matter how small or large the fire may be. Fire evacuation plans are displayed clearly throughout the campus.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or

STORM dial 132 500.

Poisons Information Line

For appropriate information, and advice to assist in the management of poisonings and suspected poisonings.

The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Critical incidents and reporting

For an immediate threat in Australia, call 000, follow emergency directions and notify UTAIT when safe. Report injuries, near misses, hazards, threats and serious wellbeing concerns to a trainer or Student Support. Follow the displayed evacuation plan and assemble at the nominated point; do not re-enter until authorised.

Only appropriately authorised and supervised students may work with high-voltage EV or hybrid systems, refrigerants, LPG systems, welding equipment, hoists or hazardous substances. Follow isolation procedures and task-specific training. Do not attempt work beyond your training or authorisation.

Sun beach and outdoor safety

Check current weather and hazard warnings before outdoor activities. Use sun protection, seek shade and stay hydrated. Swim at patrolled beaches between the red and yellow flags and follow lifeguard directions. If you are in difficulty, signal and call for help; avoid exhausting yourself against a current. See bom.gov.au and beachsafe.org.au for current guidance.

Home fire safety

Check that your accommodation has working smoke alarms. Do not disable or cover them. Report faults to the landlord or accommodation provider promptly and follow the manufacturer’s testing instructions. Know how to leave the building and keep exits clear.

- Do not leave cooking unattended or overload electrical outlets.
- Keep heaters and ignition sources away from bedding and other combustible materials.
- If there is a fire, leave, alert others where safe, stay outside and call 000. Do not return to collect belongings.

09 Complaints and appeals

You can raise a concern or request review of a decision without victimisation. The internal process is free.

There is no charge for the internal complaints and appeals process. Making a complaint or appeal in good faith will not disadvantage the student. UTAIT may take urgent steps necessary to protect safety or wellbeing. External review does not prevent a student from seeking other legal rights or independent advice.

Step	Process
1 Raise the concern	Speak with the relevant staff member or lodge a written complaint. You may bring a support person.
2 Internal review	UTAIT assesses the matter fairly objectively and confidentially and gives a written outcome with reasons.
3 Internal appeal	Lodge an appeal within the timeframe stated in the decision or notice. Enrolment is maintained where the National Code requires it while the internal process is underway.
4 External review	If dissatisfied after the internal process an overseas student may contact the Commonwealth Ombudsman Overseas Students function or another appropriate body.
5 Implementation	If an outcome favours the student UTAIT implements corrective action promptly and records completion.

Extracted from UTAIT UTP 35 Complaints and Appeals policy & procedure. For full policy, please refer to UTAIT's website www.utait.edu.au.

Definitions

Complaint: Complaint means a statement or expression that something is unsatisfactory or unacceptable. A formal Complaint takes place if a Grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing.

Appeal: An Appeal is a request to have a decision reviewed. The decision to be reviewed may be as a result of an academic result (e.g. grading), an Administrative Decision, or as a result of a formal review of a complaint (based on policy).

UTAIT's complaints and appeals arrangements follow the 2025 Standards for RTOs and, for students covered by ESOS, Standard 10 of the National Code 2018.

UTAIT implements a transparent complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the RTO's responsibilities under the Standards.

A complaint can be made to the RTO regarding the conduct of:

the RTO, its trainers, assessors or other RTO staff

students of the RTO

any third parties providing services on behalf of the RTO (if relevant).

Complaints may be made to any member of staff.

UTAIT's complaints and appeals policy:

ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;

are publicly available; UTAIT's Complaints and Appeals Policy and Procedure is available on UTAIT's website or from reception.

set out the procedure for making a complaint or requesting an appeal;

ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and

provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

An appeal can be made to the RTO to request a review of a decision, including assessment decisions.

Appeals regarding an assessment decision should be made to the trainer and assessor in the first instance but can also be made to Heads of Department or any Manager of UTAIT.

International student notices and external review

If UTAIT proposes a reportable adverse enrolment decision, the written notice explains the reasons and the applicable internal appeal period, including the 20 working day period required by the National Code where relevant. Enrolment is maintained during review where the National Code requires it.

Eligible overseas students may seek external review through the Commonwealth Ombudsman's overseas student complaints service after using UTAIT's internal process. Domestic and offshore students may use an appropriate independent reviewer or consumer body depending on the matter and jurisdiction. Ask Student Administration for the current external review details. ASQA can receive regulatory concerns but does not act as a student's personal dispute resolver.

10 Changes to your enrolment

Request any change in writing before changing your study arrangements. Approval and fee consequences depend on the course, agreement and applicable law.

Deferral suspension withdrawal and cancellation

A student may request deferral before commencement or temporary suspension after commencement, with supporting evidence. Compassionate or compelling circumstances are relevant to overseas student approvals under the National Code. UTAIT may also initiate suspension or cancellation for a serious breach, subject to procedural fairness.

N.B. Deferment is only granted if a student HAS NOT COMMENCED their enrolled qualification course.

It is important to note the meanings of the terms for this context, suspension of enrolment is not necessarily due to misbehaviour, suspension of enrolment may also be initiated by the student.

The Chief Executive Officer or delegate decides requests. Student Administration records approved changes, confirms fees and revised arrangements, and makes PRISMS notifications only where required for the relevant overseas student enrolment.

For the detailed process, use UTAIT's Defer, Suspend, Withdraw or Cancel Policy and Procedure.

Submit the required form to Student Administration and retain the written outcome.

In breach of the Code of Conduct and Student written Agreement

A breach of conduct or the Written Agreement, including non-payment, may lead to action under the applicable policy. UTAIT gives written reasons and appeal information. Urgent protective action may be taken for safety; a reportable overseas enrolment change must satisfy the National Code.

Complaints and Appeals

If the applicant chooses to enact the complaints and appeals process then the decision will be held over until such time as the appeal is heard. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.

Where PRISMS reporting is required, UTAIT acts only after the applicable review requirements have been met or an allowed exception applies. The notice explains the effect on enrolment. Seek Home Affairs or registered migration advice about visa consequences.

Fees for changes

The schedule in Section 4 lists deferral at $350, reinstatement at $350, CoE amendment at $300 and CoE extension at $350 per week where those services apply. A fee does not guarantee approval. Withdrawal and cancellation refunds are assessed separately under the applicable agreement and law.

Changes made by UTAIT

UTAIT informs affected students of material changes to delivery, timetable, location, services or regulatory requirements and explains available options. Any proposed fee change must be lawful and consistent with the signed agreement; notification alone does not override agreed contractual terms.

11 International students and pre arrival

This section is for international students studying in Australia or preparing to travel here. Students remaining entirely offshore follow their approved offshore agreement; Australian visa obligations do not automatically apply to them.

Overseas student visa study requirements

UTAIT supports overseas students to complete within the duration recorded on the Confirmation of Enrolment and to understand study-related visa obligations. Immigration decisions and visa advice are matters for the Department of Home Affairs or a registered migration agent. UTAIT cannot guarantee a visa outcome or provide migration legal advice.

Course duration progress and attendance

- Maintain full-time enrolment and satisfactory course progress in accordance with the course and UTAIT policy.
- Attend all scheduled face-to-face training and assessment and comply with UTAIT's minimum attendance requirement of 80 per cent. Attendance is monitored as an early-warning and support measure and may also be relevant to reporting obligations.
- Contact UTAIT promptly when absent and provide credible documentary evidence where compassionate or compelling circumstances are claimed.
- Participate in an intervention strategy when progress or attendance is at risk.
- Do not assume that work commitments justify absence, missed assessment or reduced participation.
- Complete the course within the expected CoE duration unless an extension is permitted under the National Code and properly recorded.

Online and distance learning

Any online or distance component must remain within the National Code limits and the approved course delivery arrangements. For each compulsory study period, an overseas student must normally study at least one unit that is not delivered entirely by online or distance learning, unless an applicable exception operates. Students must not independently substitute online study for required campus attendance.

Changes to enrolment

A request to defer commencement, temporarily suspend study, transfer provider, reduce load, extend duration or cancel enrolment must be made through the required form and supported by evidence. Approval is not automatic. UTAIT will assess the request under the Written Agreement, current policy and National Code, give reasons for the decision and explain any appeal right. A change may affect the CoE and student visa; seek advice from Home Affairs or a registered migration agent.

Transfers between registered providers

From 2 October 2026 to 30 June 2027 inclusive, non-school overseas students are generally restricted from transferring providers before completing 12 months of their principal course. A transfer within this period requires an applicable National Code exception, including an approved release recorded in PRISMS. Under the current instrument, the restriction returns to six months from 1 July 2027.

Ask UTAIT before accepting another course or withdrawing. A release and a refund are separate decisions. Apply using the Release Application Form, explain the reasons and provide the required evidence. UTAIT assesses the request under its International Student Transfer Policy and gives written reasons and appeal information if refusing it. Release is not automatic.

- An exception may apply where the releasing provider or course ceases to be registered.
- An exception may apply where a sanction prevents the student continuing the principal course.
- An exception may apply where the releasing provider approves the release and records it in PRISMS.
- An exception may apply where a government sponsor gives written support in the student's best interests.

UTAIT checks eligibility and keeps supporting evidence before accepting a transfer. Transfer restrictions under the National Code and visa eligibility are separate; check current Home Affairs requirements before making a change.

Before travelling to Australia

UTAIT does not enrol international applicants under 18 years of age. Before making travel or accommodation commitments, confirm the course offer, Written Agreement, CoE where required, visa outcome, health cover, start date and orientation arrangements.

- Check the current Student visa requirements and your individual conditions at immi.homeaffairs.gov.au. An offer or CoE does not guarantee a visa.
- Allow enough time for visa processing and arrival before orientation. Keep UTAIT informed if you cannot arrive by the agreed date.
- Bring your passport, visa evidence, CoE, offer and agreement, qualifications, relevant health records, accommodation details and emergency contacts. Keep secure electronic copies.
- Confirm airline baggage limits and current Australian customs and biosecurity requirements. Declare restricted goods as required; use abf.gov.au and agriculture.gov.au before packing.
- Plan airport transport and initial accommodation. Check current services and fares with melbourneairport.com.au, skybus.com.au and ptv.vic.gov.au.

Education agents and migration advice

You may apply directly or through an approved education agent. An education agent can assist with course applications, but immigration assistance must be provided only by a person legally permitted to do so. For individual migration advice, use a registered migration agent or Australian legal practitioner. UTAIT cannot guarantee visa or migration outcomes.

Health cover

Student visa holders must maintain required OSHC for themselves and relevant dependants unless a recognised exemption applies. Confirm the required period and benefits with the insurer. Do not assume that a reciprocal health arrangement provides an exemption.

The annual fee schedule is: single $696; couples $2,120; family $3,091 per year +. Each premium must be confirmed with the OSHC provider. See Section 4 for the master schedule. Domestic students and learners remaining entirely offshore are not charged OSHC solely because of their UTAIT enrolment.

Check hospital, medical, ambulance, pharmaceutical, dental and optical benefits, exclusions and any gap payment with your insurer before treatment. Carry your cover details, retain receipts and follow the insurer's claim procedure.

On arrival

Attend orientation and the campus safety induction. Provide your Australian address and contact details, create your USI where required and confirm your timetable. Maintain satisfactory course progress and UTAIT's attendance requirements. Work commitments must not interfere with scheduled classes or assessments.

The Department of Home Affairs decides visa conditions, work permissions, applications and cancellation. Use your visa grant notice and VEVO and seek authorised advice when circumstances change. Do not rely on an old handbook statement to decide your immigration status.



12 Living and working in Australia

This practical guide supports students living in Australia, including new arrivals. Students studying overseas should use equivalent services and requirements in their own location.

Accommodation

Student Support Officers assist with accommodation or general welfare issues by providing appropriate advice.

UTAIT is NOT an accommodation agency and will not undertake this role but refer students to external agencies.

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying with Friends or Family

Staying initially with trusted family or friends can help you settle in. Confirm the arrangements and address before travelling.

Keep your accommodation contact details and tell Student Administration where you will be living. Let Student Support know if your accommodation becomes unsafe or unsuitable.

Permanent Accommodation

Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Homestay

Homestay is an arrangement where students live with a local family or resident host in a private home. Homestays are an affordable way for international students to improve their English and experience Australian culture and lifestyle up close.

Lease and Shared Accommodation

Compare current rental and share accommodation listings, location, public transport, condition and the full cost of utilities, bond and rent. Prices vary; obtain a written agreement and understand your obligations before paying. You can search domain.com.au and realestate.com.au.

https://www.realestate.com.au/rent/

https://www.domain.com.au/?mode=rent

https://flatmates.com.au/

https://ozflatmates.com

Check who receives bond and rent payments and avoid sending money without verifying the property and provider. Victorian tenancy rights and bond information are available from consumer.vic.gov.au and rtbavictoria.org.au.

Family and childcare

If you plan to bring family, check current visa eligibility before making commitments. Consider additional living costs, accommodation, schooling, childcare, health cover and support. Contact the relevant school or childcare provider about eligibility, availability and fees. Do not assume dependants can be included or can join you later.

Budgeting for living expenses

Budget separately for rent and bond, utilities, groceries, transport, phone and internet, healthcare, dependants and personal expenses. These are external living costs, not UTAIT fees. Use current quotations and a realistic contingency; do not rely on part-time work to fund essential study and living costs.

Use Study Australia's living cost resources at studyaustralia.gov.au and Study Melbourne at studymelbourne.vic.gov.au. Visa financial capacity requirements are separate from your actual budget; check current Home Affairs evidence requirements. UTAIT's OSHC indicative prices appear in Section 4 and must be confirmed with the insurer.

Transport

Melbourne has train, tram and bus services. Check the current ticketing, concession eligibility, routes, accessibility and fares at ptv.vic.gov.au. Regional services are described at vline.com.au. Plan the trip to campus before your first class. Taxi and rideshare prices vary; check the estimate and retain your receipt.

Phones internet and post

Compare mobile and internet plans, coverage, data limits, contract terms and cancellation charges before signing. Protect passwords and personal information when using public networks. Save emergency contacts and UTAIT's phone number in your phone.

Within Australia, call 000 in an emergency. From overseas, UTAIT's main number is +61 3 9462 3464. Check international call charges with your provider. For postal services and current retail postage prices, use auspost.com.au. UTAIT's document postage service is $30 within Australia; overseas postage depends on location.

Banking and money safety

Opening an account

Contact the bank directly to confirm acceptable identity documents, address evidence, eligibility and any student account conditions. Identification and verification requirements depend on the bank and your circumstances.

Compare account fees and identification requirements directly with the bank. Never share passwords, PINs or one-time security codes. Confirm a payment request independently if bank details change or the message is unexpected. Keep receipts and monitor your transactions.

Healthcare and medication

For non-emergency medical care, contact a GP or local clinic and ask about availability and fees. Healthdirect provides health information and a service search at healthdirect.gov.au. In an emergency call 000. Hospitals prioritise patients by clinical need; do not delay emergency treatment because of concerns about waiting time.

Ask a pharmacist or treating clinician about medication, interactions and prescriptions. Charges and insurance benefits vary; confirm them with your provider rather than assuming the full cost is reimbursed. Ask for an interpreter if needed. Keep medical certificates and inform your trainer if illness affects attendance or assessment.

Working while studying

All workers in Australia have workplace rights. Use fairwork.gov.au for pay, leave, payslips and help with workplace problems. Keep records of hours worked, wages, agreements, tax and superannuation. Your employer cannot cancel your visa; immigration decisions are made by Home Affairs.

Visa holders must check their own work conditions using their visa grant notice and VEVO. Limits and exceptions depend on the visa and circumstances. Do not assume family members have the same work rights. Work must not replace scheduled training or assessment. Domestic students follow the conditions applying to their own work and enrolment arrangements.

UTAIT cannot guarantee a job. Use reputable job boards and employers, protect your identity documents and ask for written employment terms. Student Support can refer you to workplace rights information.

Tax and superannuation

The Australian Taxation Office explains tax file numbers, tax residency, declarations, returns and superannuation at ato.gov.au. A TFN is free to obtain through the ATO; keep it secure. Whether you must lodge a return and what tax applies depend on your circumstances.

Eligible workers are entitled to employer superannuation contributions under current law. Check your payslip and fund records and use the ATO's current rates and eligibility guidance. Some eligible temporary residents may claim a departing Australia superannuation payment after leaving; conditions and tax apply.

Personal safety and the law

Obey Australian laws and follow local safety advice. Plan how you will get home, use well-lit routes and trusted transport, stay aware of your surroundings and keep valuables secure. Report immediate danger to 000. If you need independent legal advice, use Victoria Legal Aid at legalaid.vic.gov.au or ask Student Support for a referral.

Driving in Victoria

Check VicRoads requirements before driving, including overseas licence recognition, conversion timeframes, licence conditions, registration, insurance, road rules and mobile device restrictions. Requirements vary with your licence and circumstances. Use vicroads.vic.gov.au for current information and do not drive unless legally entitled and adequately prepared.

Settling in and staying connected

Moving to a new country or returning to study can involve cultural, social and academic adjustment. Give yourself time to settle in, ask questions when something is unfamiliar and keep in contact with your usual support network.

Build a regular study routine, get to know classmates and join suitable campus or community activities. Maintain familiar cultural and personal routines where helpful. Contact Student Support early if stress, isolation or practical problems affect your participation.

Public holidays and course breaks

UTAIT issues term dates and class timetables. Do not assume all public holidays or school holidays are course breaks. Check the Victorian public holiday calendar at business.vic.gov.au and confirm campus opening and scheduled classes with Student Administration.

13 Completion records and feedback

Keep your records secure, check your results and contact details, and tell us how we can improve the student experience.

Graduation

Once you have successfully completed all of the units of competency required by your course, you will receive your application for graduation form. UTAIT is responsible for the issuance of Australian Qualifications Framework certification documentation.

UTAIT issues the qualification and record of results within 30 calendar days after you are assessed as meeting the training product requirements, subject to agreed fees being paid and a verified USI or applicable exemption.

It is the student's responsibility to update any changes to their contact details, so that this documentation can be safely forwarded to you.

Incomplete Qualifications

If you withdraw or finish without completing the full qualification, UTAIT issues a Statement of Attainment for units successfully completed, subject to the applicable certification requirements. Contact Student Administration to check your final results and documentation.

Reissuing Qualifications

Apply in writing to Student Administration with proof of identity for replacement certification. The replacement certificate charge is $30. Postage is $30 within Australia; overseas postage depends on location. See Section 4.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

You have authorised this information to be released.

They are the person or company to whom the information is to be transferred

The required lawful and agreed service charge has been paid.

Feedback

UTAIT actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from Student Administration Officer and website www.UTAIT.edu.au.

If an academic record must be amended because you supplied incorrect information, the charge is $200. Contact Student Administration promptly if you believe UTAIT has made an error; the fee above describes corrections arising from incorrect information supplied by the student.

Handbook improvement and controlled information

UTAIT welcomes feedback about unclear information, missing support details or barriers to access. Ask Student Administration for current policies, forms and contacts. The handbook is reviewed through UTAIT's continuous improvement arrangements.

14 References and student acknowledgement

Use current official information and confirm that you understand the arrangements for your course.

Official information

Information	Official source
UTAIT policies forms and course information	https://utait.edu.au
2025 Standards for RTOs and provider obligations	https://www.asqa.gov.au/for-providers/standards-for-RTOs
National Training Register	https://training.gov.au
Commonwealth legislation and current ESOS framework	https://www.legislation.gov.au
National Code and transfer information	https://www.education.gov.au/esos-framework
2026 transfer restriction update	https://www.asqa.gov.au/newsroom/latest-news/extension-overseas-student-transfer-restriction-period-12-months
Tuition Protection Service	https://www.tps.gov.au
Student visas and conditions	https://immi.homeaffairs.gov.au
Unique Student Identifier and offshore requirements	https://www.usi.gov.au
Overseas student external complaints	https://www.ombudsman.gov.au
Consumer rights and Victorian tenancy information	https://www.consumer.vic.gov.au
Employment rights	https://www.fairwork.gov.au
Tax and superannuation	https://www.ato.gov.au
International student living information	https://www.studyaustralia.gov.au
Student support in Victoria	https://www.studymelbourne.vic.gov.au

Official sources and requirements were checked for this edition on 22 October 2026. Fees and services are also subject to your applicable Written Agreement and mandatory law. Ask Student Administration whenever a requirement is unclear.

Student acknowledgement checklist

Use this page during orientation. Signing an acknowledgement does not remove any legal right; it records that key information was presented and that the student had an opportunity to ask questions.

Confirmed	I understand
☐	My course title and code, duration, delivery location, mode and timetable; CRICOS code where applicable
☐	My total fees payment schedule additional charges and refund conditions
☐	The attendance and course progress requirements and intervention process
☐	How assessment works including reassessment reasonable adjustment and academic integrity
☐	How to request support and who to contact in an emergency
☐	How to request transfer, deferral, suspension or cancellation; CoE implications where relevant
☐	How to make a complaint or appeal and access external review
☐	My duty to update contact details and comply with visa conditions where applicable
☐	Workshop PPE conduct safety and incident reporting requirements
☐	Where to find the current UTAIT policies and forms

Student name _____ Student ID _____

Signature _____ Date _____

Staff member _____ Signature _____

Student group: Domestic ☐ Onshore international ☐ Offshore international ☐

Staff must explain any section that does not apply to the student's course or location and provide access to the current policies and support contacts.