

# INFORMATION FOR PROSPECTIVE STUDENTS

2012



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*Every effort has been made to ensure that the contents of this publication are accurate at the time of creation, December 2011.*

## WELCOME

Welcome to Bendigo TAFE's Information for Prospective Students Guide for 2012. As well as providing you with practical information about studying at Bendigo TAFE, this guide outlines the support services and quality resources available to you as one of 12,000 students who study at Bendigo TAFE each year.

As a student at Bendigo TAFE, you will enjoy a range of benefits regardless of where you are located, or whether you are a school leaver or a mature aged student.

It is our aim to provide an environment which supports you and caters for your individual learning needs so that you are able to achieve your goals.

By choosing to study at Bendigo TAFE, you are choosing a path which will greatly enhance your ability to gain employment in your chosen field. I hope studying with us will also be an enjoyable experience in itself, and one you will want to repeat with us again and again as you continue to enhance your skills in the future.

A portrait of Ms. Margaret O'Rourke, President of the Bendigo TAFE Board. She is a woman with long dark hair, wearing a black top and a light-colored jacket, standing in front of a grid of orange and white squares.

*M O'Rourke*

Ms. Margaret O'Rourke  
President of the Bendigo TAFE Board

## ABOUT BENDIGO TAFE

Bendigo TAFE delivers vocational training, education and assessment services to over 12,000 students every year. Bendigo TAFE's primary objective is to skill individuals so as to enable them to meet the workforce needs of businesses and industry throughout Central and Northern Victoria and beyond.

Our students have a range of flexible study options available to them - full time, part time, off campus, in your home or work place. They can be at senior secondary level, school leavers, mature age, international students or people upgrading their skills as part of their employer's own training program. We are highly flexible in order to meet the needs of all students.

TAFE is one of the most popular tertiary options in Victoria for both industry and school leavers because TAFE qualifications are highly regarded by employers.

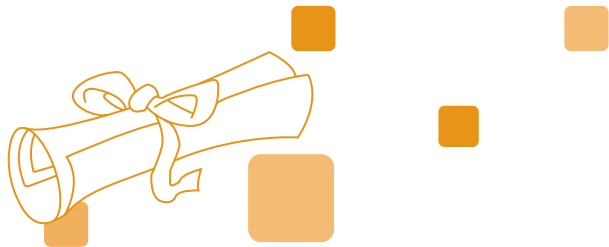
Bendigo TAFE gives graduates a practical, vocationally-oriented qualification that gets them into the workforce or meets their career aspirations faster. Students can choose from over 250 state accredited and nationally approved courses. Business, industry and community groups can have assessment and training programs tailored to meet their needs. All of our courses are designed to deliver practical and industry relevant skills that help students get into the workforce, upgrade existing skills or prepare students for further study.



## TYPES OF QUALIFICATIONS

All Bendigo TAFE courses are either nationally or state recognised qualifications or a Bendigo TAFE accredited course. All qualifications or courses requiring industry body registration or approval, have been approved by the appropriate body.

On successful completion of study at Bendigo TAFE you will either receive a Statement of Attainment or Certificate of Completion. On successful completion of all units of study required for a nationally or state recognised qualification, you will receive the appropriate Qualification.



## Nationally Recognised Qualifications

Please note: Bendigo TAFE recognises all Nationally Recognised Qualifications and Units which you may currently hold.

### *Certificate I*

Courses that develop basic skills and knowledge.

### *Certificate II*

A general, basic employment, pre-employment or pre-apprenticeship skills and knowledge course.

### *Certificate III*

A more advanced employment or basic supervisory skills and knowledge course.

### *Certificate IV*

A para-professional course, involving a wide range of technical, self management and supervisory skills and knowledge.

### *Diploma*

A professional course, based on theoretical concepts, including management skills and knowledge.

### *Advanced Diploma*

A professional course, involving wide ranging, highly specialised technical, creative/conceptual skills, including management skills and knowledge.

**Visit: [www.aqf.edu.au](http://www.aqf.edu.au) for further information on the categories of content in all the above courses.**

### *VCE (Victorian Certificate of Education)*

At Bendigo TAFE, this is available only to adults 18 years of age and over. One year of full time study, or equivalent part time.

### *VCAL (Victorian Certificate of Applied Learning)*

VCAL is a hands-on option for Years 11 and 12 students. It gives you practical work-related experience, as well as literacy and numeracy skills and the opportunity to build personal skills that are important for life and work. Students who undertake VCAL are likely to be interested in going on to training at TAFE, doing an apprenticeship or getting a job after completing school. VCAL's flexibility lets you undertake a study program that suits your interests and learning needs.

VCAL programs are delivered at Bendigo TAFE through the Bendigo TAFE Youth Pathways programs at our Bendigo City Campus, Echuca, Castlemaine, Kyneton and Maryborough campuses. For Years 10, 11 and 12 students who are specifically interested in pursuing an apprenticeship or traineeship in a technical trade but still want to complete years 10, 11 and 12, they have the option to do so at the Bendigo Technical Education College (BTEC) Campus. BTEC offers both VCAL and VCE. You can find courses that are delivered at BTEC on the Bendigo TAFE website or on the BTEC website, [www.bendigotec.edu.au](http://www.bendigotec.edu.au)

If you start your VCAL and then decide VCE is the right option for you after all, any VCE units you complete as part of your VCAL will count towards your VCE.

## **BENDIGO TAFE DESIGNED COURSES**

### *Bendigo TAFE Accredited*

Courses that have been designed by Bendigo TAFE to meet specific industry needs.

### *Bendigo TAFE Approved Short Courses*

A short course that has been designed by Bendigo TAFE in response to the relevant industry or community need, and approved by the Education and Quality Sub-Committee.

### *Skill Sets*

Single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a licence or regulatory requirement, or defined industry need. Skill sets identify units of competency which meet an identified need or industry outcome. Skill sets are not qualifications.

### *Credit Transfer or Recognition of Prior Learning*

People gain skills and knowledge through a range of formal and informal training, work and life experience. At Bendigo TAFE, you can apply for Recognition of Prior Learning (RPL) which measures your current skills against the outcomes of a course or unit.

The RPL process may result in you gaining exemption from selected competencies or units from your chosen course.

The RPL process is separate from credit transfers. These are available to you if you have documented evidence of achievements in a relevant unit or course. For further information, contact the Bendigo TAFE Information Centre by phoning 1300 554 248.

### *Study and Assessment Flexibility*

The planning of all TAFE courses assumes that adult participants will want to take some control over their study and (where applicable) assessment scheduling.

Some course units have compulsory attendance requirements, usually for assessment observation purposes. Some courses have a totally off campus study and assessment option. Some courses have online and off campus components. Most courses are able to provide some flexibility of study and assessment mode. See individual course entries at [www.bendigotafe.edu.au](http://www.bendigotafe.edu.au) for details.

Assessments must comply with the four principles of

assessment and ensure validity, reliability, flexibility and fairness is maintained. Provision for alternative assessment (customised assessment) is available in special circumstances via negotiation with the responsible teacher.

## **TYPES OF PROGRAMS**

*Flexible/Open Learning/Off Campus/Online/Multi-mode* Study is scheduled partly or completely away from a training room, using self-help electronic and paper based programs, with only some reference to trainers and teachers. Some courses have a regular series of classroom or electronic seminars, or a regular time to log on to your PC or dial a telephone seminar. Other courses rely on you contacting the tutor or other students when you think you need to. Centrelink determines its support for this mode of study by comparing the workload with the same units being taught in a classroom.

### *Bridging Programs*

Nationally Recognised Certificate courses designed to prepare students for further vocational study or develop their general skills for work.

### *Youth Access*

See VCAL under Types of Qualifications.

### *Youth Pathways*

The Youth Pathways Program/Youth Guarantee team works with young people who are aged between 16 and 19, providing support throughout their study at Bendigo TAFE, as well as the transition to further education and employment.

A Youth Pathways Program brochure can help to determine eligibility and is available from the Bendigo TAFE Information Centre, 23 Mundy Street, Bendigo, our website [www.bendigotafe.edu.au](http://www.bendigotafe.edu.au) or by phoning 1300 554 248.

### *Apprenticeships*

Apprenticeship training is conducted in conjunction with employment in a trade. Up to four years of part time training through day or block release programs (subject to prevocational credits and early work release). An apprenticeship leads to a recognised trade qualification and usually a Nationally Recognised Certificate III Qualification.

### *Traineeships*

Variable duration (full time and part time). A traineeship leads to an industry Nationally Recognised Qualification ranging from Certificate II to an Advanced Diploma.

### **APPLICATIONS AND ENROLMENT**

The enrolment process varies depending on which course the student is applying for. Applications (or enquiries) for each course can be lodged electronically on the Bendigo TAFE website or you can phone the Bendigo TAFE Information Centre on 1300 554 248. The enrolment process is only completed when a student has been accepted into a course and payment has been processed. When applying for a full time place in some Certificate IV, Diploma or Advanced Diploma courses, students need to apply through the centralised VTAC system visit [www.vtac.edu.au](http://www.vtac.edu.au)

### **STUDENT SELECTION**

Successful completion of a selection process is a requirement for entry into a number of courses. Some courses require the completion of prerequisites prior to undertaking the selection process. Selection is based on the principle that students will be able to satisfactorily complete or achieve a satisfactory outcome in the chosen course of study.



## STUDENT FEES AND CHARGES

Tuition, Student Services and Amenities Fees are payable in full at the time of enrolment. GST will be charged where applicable and will be detailed on each student's official receipt. Students have a variety of options for payment of their fees and charges, including; cash, cheque, credit card part payment plan and direct debit.

Each student's enrolment fee may be different depending on their individual circumstances. The enrolment fee is charged per enrolment period and consists of the following components:

- Tuition fee;
- Student Services and Amenities fee;
- Materials fee.
- Clinical Placement Fee Diploma of Nursing Only

### *Tuition Fees*

The maximum tuition fee rate is set by the Victorian State Government. Fees are calculated using an hourly rate multiplied by the course hours in any one year. The actual hourly rate varies depending on whether the student is receiving a government subsidy or concession and the category or level of course being studied.

### *Student Services and Amenities fee*

The Student Services and Amenities Fee is set by Bendigo TAFE and covers the cost of providing a number of student services and amenities at Bendigo TAFE and is calculated at 35 cents per enrolled course hour, per 12 month period. The Student Services and Amenities Fee per 12 month period is a minimum of \$40.00 with a maximum is \$210.00 depending upon the enrolled course hours and whether you are eligible for a concession rate.

### *Materials*

Materials Fee covers the cost of providing goods or materials purchased by Bendigo TAFE to be used by students in the course of training. A materials list will be provided detailing what items are required and when they need to be purchased by. Your course coordinator will provide a materials list prior to enrolment. Examples are: trade tools, class materials, safety wear, uniforms, excursions and camps. This fee varies according to the course being undertaken and there are no concession rates available.

The Clinical Placement Fee applies to all Diploma of Nursing students. This fee contributes to the cost of Clinical placement, that the Institute pays to hospitals to host our nursing students. Students receive support, facilitation, training and assessment from the hospitals (or Bendigo TAFE's) clinical educators (or often referred to as Clinical Support Nurses) while on clinical placement. The amount payable for clinical placement is capped at \$460 per 12 month period and is calculated on the clinical placement days.

For enrolled nurses who are up skilling and completing particular units with associated clinical placement, a pro rata costing will be applied for a two week clinical placement.

## FEE SCHEDULE FROM JANUARY 2012

Government subsidised education and training fees are structured according to course categories. All national and state recognised qualifications fit into one of the four course categories. The tuition fee is calculated using an applicable subsidised hourly rate multiplied by the course hours in any one year.

**Foundation** level courses assist people to develop the skills they need in literacy, numeracy, language, self management and job-readiness. People undertaking these courses may have left school before completing Year 12, and may have missed out on a the base level learning needed for further training.

**Skills creation** courses, at Certificate I and II level, are for people who wish to undertake basic training in an industry area, either because they need to use the relevant skills immediately in the workplace, or because they wish to prepare for entry to work in that industry.

**Skills building** courses, at Certificate III and IV level are for people who want to enter a skilled trade or practice

an occupation that calls for skills and knowledge beyond the basic level. Qualifications at this level require significant commitment by learners and may provide entry to licensed or otherwise regulated skilled occupations.

**Skills deepening** courses are at Diploma and Advanced Diploma level. These are for people who are progressing to a higher level within an industry area in which they already have employment or wish to enter employment at the more skilled, specialised or paraprofessional level.

### *Government Subsidised Fees*

**Foundation level courses** (Foundation level and Pre Accredited courses): Tuition fees for these courses will be up to \$1.08 per hour. The concession fee will be up to \$50.00

**Skills creation level courses** (Certificate I and II): Tuition fees will be up to \$1.62 per hour. The concession fee will be up to \$105.00.

**Apprenticeships** (Various): Tuition fees will be up to \$2.17 per hour. The concession fee will be up to \$187.50.

**Traineeships** (Various): Tuition fees will be up to \$2.17 per hour. The concession fee will be up to \$187.50

**Skills building courses** (Certificate III and IV): Tuition fees will be up to \$2.17 per hour. The concession fee will be up to \$187.50.

**Skills deepening courses** (Diploma and Advanced Diploma): Tuition fee will be up to \$4.33 per hour.

\$100 concession for eligible students under the age of 25.

Up to \$375 Concession fee eligible Indigenous Students.

### *Non Government Subsidised Fees*

If a student is not eligible for a government subsidy, the education and training fees will be based on a fixed fee per course which incorporates both the Tuition and Student Services and Amenities Fee components. There is a minimum fee payable for each course category and delivery mode; however the fees vary from course to course. Enquiries should be made to Bendigo TAFE Information Centre for more detailed course costing if you are not eligible for a government subsidy.

**Foundation level courses** (Foundation level and Pre Accredited courses): Lowest fee payable per course \$1600

**Skills creation level courses** (Certificate I and II): Lowest fee payable per course \$1600

**Skills building courses** (Certificate III and IV): Lowest fee payable per course \$1600

**Off Campus** (Certificate IV and below): Lowest fee payable per course \$1000

**Recognition for Prior Learning** (Certificate IV and below): Flat fee \$250

**Skills deepening courses** (Diploma and Advanced Diploma):

- Standard Delivery: Lowest fee payable \$4500
- Off Campus: Flat fee \$2500
- Fast Track: Flat fee \$2500
- *Recognition for Prior Learning*: Flat fee \$250
- *Rapid Recognition*:
  - Diploma: Flat Fee \$250
  - Advanced Diploma: Flat fee \$250

### Fixed Fee for Service Fee (FFS)

Some of our courses are charged using a fixed Fee for Service enrolment fee which includes all three components of the enrolment fee. Where this is the case it is clearly indicated on the relevant course information.

The fixed Fee for Service course rates vary depending upon the course. There are no government subsidies, exemptions or concession rates available for these courses. Vocational Education and Training in Schools (VETiS), short courses and courses for international students attract a Fee for Service enrolment fee.



### ELIGIBILITY FOR GOVERNMENT EDUCATION AND TRAINING FEES

For an individual to be eligible for a government subsidy the following citizenship/residency criteria will apply:

- the applicant is an Australian citizen; or
- a holder of a permanent visa; or
- a holder of a Special Category Visa (sub-class 444); or
- East Timorese asylum seeker; or
- a holder of a Temporary Protection Visa.
- an Asylum seeker\*; OR
- victims of Human Trafficking\*

\*Asylum seekers and Victims of Human Trafficking will be referred to RTO's, contracted by Skills Victoria to deliver training, by the ARC via a referral form: *Referral to Government Subsidised Training Form – Asylum Seekers or Referral to Government Subsidised Training Form – Trafficked Persons.*

Students will be required to provide certified copies of evidence for Eligibility and Concession information at the time of enrolment.

You must also be one of the following:

- under the age of 20 on 1 January in the year of course commencement; or
- seeking entry to a Foundation Skills course; or
- seeking enrolment in a course accredited at a higher level than the highest qualification already held; or
- an apprentice.

Students who have completed a VET Certificate as part of a senior secondary qualification will be exempt from the Victorian Training Guarantee up-skilling requirement for individuals aged 20 years and over.

The Victorian Government may make changes to the eligibility criteria.

You must provide documentation to support your claim for any government subsidy. If the relevant information is not provided at the time of enrolment and confirmed during the enrolment process, you will have to pay the non Government Subsidised Education and Training Fee and Amenities Fee.

## CONCESSIONS AND FINANCIAL ASSISTANCE

### Concessions

Government subsidised enrolments may also be eligible for a concession rate which means that the Tuition Fee is charged at the lowest rate. Concession rates are only currently applicable to individuals holding the following concession cards or status:

- Commonwealth Health Care Card (HCC)
- Pensioner Concession Card
- Veterans' Gold Card
- If you are a dependent spouse or child of a card holder
- Or, if you are an Indigenous student

*\* Concessions only apply to Skills Deepening courses where the individual is deemed eligible for a government subsidised place and is under the age of 25 or an eligible Indigenous Student.*

*Concession rates do not apply to students who are getting their tuition fees paid by a Commonwealth Government Agency or as part of a Commonwealth program or initiative.*

There are a number of ways you can get assistance with fee payment.

### VET FEE-HELP

Vocational Education and Training (VET) FEE-HELP is a loan scheme for VET skills deepening qualifications (Diploma or higher level) similar to that offered for University HELP fees. It allows students to borrow funds for all or part of their tuition fees for both government subsidised and non government subsidised education and training.

You must make an application for VET FEE-HELP. For further information on whether you are eligible for VET FEE-HELP please check our website [www.bendigotafe.edu.au](http://www.bendigotafe.edu.au) to access the VET FEE-HELP Information for Prospective Students Brochure or visit [www.deewr.gov.au](http://www.deewr.gov.au)

### Exemptions

There are certain circumstances where a person who is otherwise ineligible for a government subsidy may, at the discretion of the Institute, be granted an exemption to the eligibility criteria.

Eligibility exemptions may be granted only after the Institute has established that the applicant is unable to access appropriate alternative funding for training and is:

- Seeking training in an industry sector or qualification specified by the Victorian Skills Commission as an area of critical skills shortage for exemption purposes; or
- Unemployed as a result of redundancy or retrenchment; or
- Disadvantaged in the labour market because of factors that constitute a barrier to employment or re-employment.

Exemptions will apply to all of the hours in a qualification up to completion. An exemption provides access to the government subsidised education and training tuition fee and does not extend to student tuition or other fees.

Students must also be an Australian Citizen, permanent resident, or hold a Special Category Visa (for New Zealand students). Eligibility exemptions cannot be granted to a person who is ineligible on citizenship/residency grounds.

The responsibility for granting exemptions rests with the Chief Executive Officer.

### *What other financial assistance is available?*

Students having difficulty paying enrolment fees can get advice from the Student Counsellor about the options that may be available. The Student Counsellor is situated in the Information Centre at the Bendigo city campus. Appointments can be made by contacting us either via our website [www.bendigotafe.edu.au](http://www.bendigotafe.edu.au) or by calling

1300 554 248 and requesting a meeting with the Student Counsellor. All requests to vary the application of the standard Fees and Charges are made at the discretion of the Chief Executive Officer.

Some of the options may include:

- Undertaking a Part Payment Plan  
An application must be completed and you may be required to discuss your individual circumstances including your course enrolment details and your budget for repayments.
- There are also a number of circumstances where hardship applications may be made to the Institute for fee exemption, reduction or concession. Applications for special consideration in cases of extreme hardship

must be made by contacting the Manager, Student Administration.

- The student may also be eligible for a fee reduction, subject to meeting certain Centrelink criteria. Further information about eligibility is available by contacting Centrelink.

### *Employer Assistance*

If your study is part of workplace training, an apprenticeship or traineeship, your employer may make a contribution to your tuition fees. In some cases this will be as a reimbursement to you, or they may pay on receipt of an invoice from us. You will need to discuss and agree on this with your employer. If this is the case, you must bring a signed letter of authority from your employer stating that they will pay the cost of the training.

### *Government Initiatives*

In some trade areas, there are a number of government initiatives that allow students to claim a materials or tools for trade rebate for items that are considered essential items for their trade. Further details of this can be found at [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

## REFUNDS

In some circumstances you may be eligible for a refund/partial refund of fees paid to Bendigo TAFE.

All applications for refund must be made in writing to the Manager, Student Administration. The date of enrolment cancellation is the date on which the completed written notice of withdrawal is lodged with Student Administration.

This information does not apply to international students.

### *Withdrawal from course*

A student who has paid a government or non government subsidised education and training enrolment fee, withdraws, by written notice, from education and training at any time up until four weeks after the scheduled commencement date of classes, Bendigo TAFE will refund the tuition fee paid in respect of that course, less an administrative charge of \$50 for Foundation Level courses and \$100 for all other course categories and any other fees and charges paid by or on behalf of the student (Student Services and Amenities fee and materials fees).

A student who has paid a government or non government

subsidised education and training enrolment fee, withdraws by written notice from education and training after four weeks of the scheduled commencement date of classes will not be eligible for any refund.

### *Additional information*

In addition to the preceding information, the following regulations will apply when applications for enrolment fee refunds are being processed. No refunds will be provided unless:

- The issued Student ID card is returned, and no Institute charges, loans, library books, or other borrowed resources are outstanding.
- If the student withdraws from only part of their enrolment in government funded training or further education; the Institute need only refund the portion of the tuition contribution and fees for materials or services applicable to that part of the training or further education.
- The Institute may grant refunds in other circumstances or of greater amounts if it sees fit.
- If a student has paid a fee for tuition which is no longer required because of Recognition of Prior

Learning, the Institute will refund an amount equal to the difference between:

- the tuition contribution which has been paid; and
- the tuition fee payable for the adjusted hours of tuition that are to be undertaken.
- Notwithstanding all of the preceding information enrolments in courses eligible for VET FEE-HELP are subject to VET FEE-HELP requirements.
- No student may enrol in any course of study at the Institute or receive or have conferred any certificate or award of the Board while any charge, loans, library books or other borrowed resources are outstanding. Only the Chief Executive Officer, on receipt of written application from the student, may waive this requirement in considered cases of extreme hardship.

### **Fee for Service Courses**

If a student or corporate client withdraws 14 days or more prior to the commencement of the course, a full refund will be given.

If an enrolment is cancelled more than two working days prior to the commencement of the course, the student will

be refunded 50% of the course fee.

A corporate client may substitute one enrolled student for another prior to the commencement of the training without penalty.

If an enrolment is cancelled within two days or after the commencement of the course there will be no refund.

If the Institute cancels the course the student will be fully refunded.

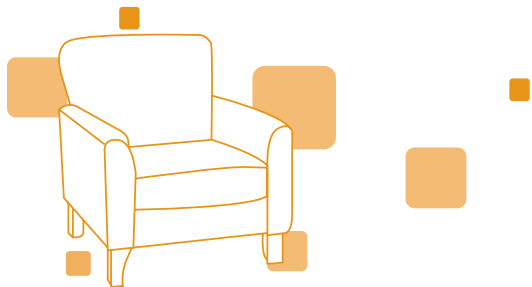
All refund requests must be made in person by email, letter, telephone or at the Bendigo City Campus Information Centre. Contact information is available at our website [www.bendigotafe.edu.au](http://www.bendigotafe.edu.au)

### **Cancellations**

In the event of a program being cancelled by the Institute at any time during the period of the student's enrolment, all students enrolled in the program will receive a full refund of the tuition fee, the pro-rata portion of any Student Services and Amenities fees and any fees for materials which have not been used in the program prior to the cancellation date.

## STUDENT SUPPORT SERVICES

Student Support Services team at Bendigo TAFE provide a range of support for all students across all campuses. Student Support staff work with students to coordinate and instigate a range of learning support, counselling support, social, recreational and fundraising activities, and also act as an information and referral service to the student body. Amenities fees contribute to funding this service to the entire student body at Bendigo TAFE, at all campuses.



The Student Support team consists of the following:

Manager, Student Support Services	(03) 5434 1724
Apprenticeship Support Officer (Northern Region)	(03) 5434 1737
Apprenticeship Support Officer (Southern Region)	(03) 5434 1706
Careers & Welfare Counsellors	(03) 5434 1669 or (03) 5434 1753
Counsellor	(03) 5434 1652
Disability Liaison Officer	(03) 5434 1526 or (03) 5437 1755
Student Welfare Administrator	(03) 5434 1746
Youth Worker (City, Castlemaine, Maryborough, Charleston Rd Campuses)	(03) 5434 1762
Youth Worker (BTEC, Charleston Rd, Echuca)	(03) 5434 1890

### *Counselling*

Personal, family and relationship issues can adversely affect how a student settles into TAFE life and their study routine. A counsellor is available at all campuses of Bendigo TAFE to help students work through issues including stress, depression, anxiety, relationship issues, study issues, and acts of violence. Where appropriate, students may be referred to various community agencies. An appointment can be made with the counsellor through Student Support Services by phoning (03) 5434 1746 or email [studentcounsellor@britafe.vic.edu.au](mailto:studentcounsellor@britafe.vic.edu.au)

### *Careers and Welfare Counselling*

A Careers and Welfare Counsellor is available to assist prospective and current students at all campus locations. Free, confidential services available include: career and course advice, resumé writing, job interview technique training, vocational assessment, VTAC course selection and application advice, and career and employment transition planning. To make an appointment with the Careers and Welfare Counsellor, phone (03) 5434 1746 or email [careerscounsellor@britafe.vic.edu.au](mailto:careerscounsellor@britafe.vic.edu.au)

### *Youth Worker*

At Bendigo TAFE there are Youth Workers available to speak to young people (aged 15-24) about a wide range of issues they may be facing which could be impacting on their studies. Youth Workers can provide information, advocacy, support and referrals to appropriate community agencies and Bendigo TAFE Student Support staff. They are also available to chat and lend a listening ear. No matter what the issues, the Youth Workers at Bendigo TAFE are committed to ensuring students get the help they need. This is a free, confidential and non-judgemental service available to all young people across all Bendigo TAFE campuses. An appointment can be made with the Youth Workers by phoning (03) 5434 1746.

### *Disability Support*

Bendigo TAFE is committed to education for all students, and to enable people with disabilities to participate fully in their study and work at TAFE. The Disability Support Program offers a range of services to students with disabilities. Further information can be obtained from the Disability Liaison Officer by phoning (03) 5434 1746.

### *Koori Liaison Officers*

Aboriginal or Torres Strait Islander students who enrol at Bendigo TAFE have the opportunity to obtain support from the Koori Liaison Officers (KLOs). There is a KLO who works from the Echuca campus and a KLO who works from the City Campus, Bendigo. The Koori Liaison Officers offer support to students who are enrolled in any courses across TAFE, as well as any student who enrolls in courses that are conducted in the Koori Units. The Koori Liaison Officer's role is to support students to engage with the TAFE system, to provide support while learning and to link into services and resources that are available within the community. This is a confidential service and an appointment can be made through the following numbers:

*Bendigo Koori Liaison Officer*  
Chapel Street Bendigo  
1300 554 248 or (03) 54341523

*Echuca Koori Liaison Officer*  
Hare Street Echuca  
1300 554 248 or (03) 5483 1340 or (03) 5483 1339

### *International Students*

Each year Bendigo TAFE welcomes students from all over the world who make the most of the opportunity to study abroad, live the Australian way of life and generally gain tremendous personal growth from the experience.

International students are an important part of Bendigo TAFE's student community and our International Office is dedicated to supporting you from the time of your arrival in Australia to the time of your departure. There will always be someone you can turn to for help and we understand the challenges you might face in adjusting to a new culture and environment. For all international student enquires please contact Bendigo TAFE's International Office, Building A.

Phone 1300 554 248 or email [international@britafe.vic.edu.au](mailto:international@britafe.vic.edu.au)



### *Apprenticeship Support Officers*

The Apprenticeship Support Officer (ASO) Program provides support for apprentices, aged 15 to 24, in the first year of their apprenticeship.

The ASOs provide advice and assistance on personal and workplace issues and work collaboratively with the Apprenticeship Field Officers (AFOs) responsible for regulatory advice and support. The ASOs are part of the Student Support Services team at Bendigo TAFE and deliver an integrated apprenticeship support service.

For further information on the Apprenticeship Support Officer Program please contact (03) 5434 1706 or (03) 5434 1737.

### *Apprenticeship Field Officers*

Apprenticeship Field Officers (AFOs) investigate disputes between apprentices or trainees and employers. They support apprentices or trainees who are victims of workplace violence and harassment and provide advice on training and other matters.

Apprenticeship Field Officers work alongside the Apprenticeship Support Officers who assist young apprentices, aged 15-24, in the first year of their apprenticeship.

For further information please contact (03) 5434 1670 or 0417 143 025.

### *Study Skills Information*

The Bendigo TAFE Student Intranet, accessed from your Student Computer

Account, contains information on Study Skills, including sections headed:

- Starting out as a student
  - Note making, referencing and note taking
  - My teacher doesn't teach the way I like to learn
- Study Skills information is also available from any branch of the Bendigo TAFE Library.

### *Equipment to Help Students*

The library offers a range of services, facilities and equipment to assist students with learning. These include: large screen computers with access to the library catalogue and the internet, Read and Write Gold and other literacy and study software, Microsoft Office packages, scanners for scanning text or images and text enlarging equipment. Please contact the library or Student Support Services for more information.

Other resources available to students with a disability include:

ergonomic chairs for use in class, specialist keyboards and mouse controllers, copy holders, keyboard overlays and arm rests, just to name a few. These resources are managed by the Disability Liaison Officer (DLO) and you must make contact with them prior to borrowing. Don't forget you can also borrow various AUSLAN resources and closed caption DVDs.

There is also a tutor room available. Bookings are necessary, please contact the library for more information.

New equipment is added from time to time, so please check with Student Support Services about what is available or contact the library on 1300 554 248.

### *Learning and Study Support*

Learning and study support services are available for Bendigo TAFE students experiencing challenges with their studies, projects or assessments. For further information or to make an appointment contact Student Support Services by phoning (03) 5434 1746.

### *Tutorspace*

Tutorspace is a study session with specialist tutors to assist people with how to write an assessment, how to begin a

project, basic IT skills or to just provide some assistance to build confidence. These sessions currently run three days per week throughout the school year and are located in the library. Please check days and times with library staff or by calling 1300 554 248.



## STUDENT AMENITIES AND AVAILABLE SERVICES

### Library Services

Library services are available to students at all Bendigo TAFE campuses and correction centres.

Library staff can assist with information and resource needs for your course. Bendigo TAFE's City and Charleston Road campus libraries have an extensive range of books, magazines, DVD's etc. Open access computers are available for students to use internet, email, Microsoft Office and more. Photocopying and printing costs apply. Library staff can assist Bendigo TAFE students to register a computer account.

A range of equipment designed to assist students with disabilities is housed at the City Campus Library. A (CAVAL) card enabling students to borrow from a range of Victorian Universities and Colleges is available from the Loans and Help Desk.

The library catalogue is available at <http://library.britafe.vic.edu.au>  
For further information students can contact the City Campus Library at McCrae Street or the Charleston Road Campus Library by phoning 1300 554 248.

### City Campus Library – opening hours

Term hours:

Mon-Thu 8:30am-8pm, Fri 8:30am-4pm

Term break hours:

Mon-Thu 8:30am-5pm, Fri 8:30am-4pm

CLOSED Public Holidays.

### Charleston Road Campus Library – opening hours

Term hours:

Mon-Thu 8:30am-4.45pm, Fri 8:30am-1pm

Closed for lunch between 1pm-2pm daily

Term break hours:

Variable opening. Phone 1300 554 248 for details.

CLOSED Public Holidays

### Bookshop

The Mines Bookshop is located within the City Campus Library in P building.

The bookshop provides resources tailored specifically to the needs of all students. In addition to the extensive range of text and study related books for sale, other items can be ordered on request. Nursing supplies and art materials are available, and a selection of basic stationery and software packages, including Microsoft Office, can also be purchased.

For further information please call in or contact the bookshop on (03) 5434 1506 or [bookshop@britafe.vic.edu.au](mailto:bookshop@britafe.vic.edu.au)

### Printery

The Bendigo TAFE Printery is located at the City Campus Bendigo, in Building P, just down the hall from the library. The printery offers a range of student services, including binding of assignments and resumes, laminating and printing of overhead projection sheets. For current prices, students can contact the Printery by phoning (03) 5434 1425.

### Information Technology

Some courses require you to use Bendigo TAFE Information Technology resources. When you set up your account, you

will be asked to agree to Bendigo TAFE terms and conditions. The terms and conditions are in place to ensure that Bendigo TAFE students have equitable access to services that are used in an ethical way. Bendigo TAFE Information Technology and Communication Unit (ITCU) staff can monitor activities such as downloads from the internet and email transmissions. You should be aware that failure to abide by Bendigo TAFE terms and conditions could result in loss of access privileges or even suspension from your course.

For further information or to report a suspected breach of terms and conditions, please contact the IT Manager on

1300 554 248 or email: [itmanager@britafe.vic.edu.au](mailto:itmanager@britafe.vic.edu.au)

### Student Computer Accounts

Enrolled students may apply online, from any Bendigo TAFE campus, for a computer account to access computing facilities. These accounts are provided for course related activities and include (limited) storage capacity and access to the Bendigo TAFE Student Intranet and the internet.

The student must agree to certain terms and conditions of use before their account is activated. Signs outlining the registration process are posted in student labs and registration

sessions are also held at the City Campus Bendigo Library. Bendigo TAFE does not guarantee backup of student data, so it is vital to make copies of important work. After a student completes their course, Bendigo TAFE will permanently delete their account and any data files.

Bendigo TAFE offers all students access to our campus wireless network once registered with a computer account. To connect, please visit the Information Technology and Communications Unit at the City Campus Bendigo, Building P, Level 2.

### *Email*

When you enrol as a student at Bendigo TAFE, you are automatically assigned a Bendigo TAFE email account. We encourage you to activate this, as this is our most direct method of communicating with all students.

To log on and activate your account, TAFE computers will prompt you to provide your user name. Enter the word 'REGISTER' as your username. Use the same word 'REGISTER' as your password and 'click' on the OK button to submit and activate your account. You will receive confirmation that your account (student email) has been activated and then be

prompted to set a new password. Activating your account is necessary in order to use any of the TAFE computers. It also allows you to receive the latest information on student events, important information, activities and free stuff which are promoted through your Student Support Services team. For assistance regarding student email and activating your Bendigo TAFE account you can walk in to any Bendigo TAFE library, or contact ITCU Desktop Support on 1300 554 248.

### *Parking*

Parking at the City Campus Bendigo is only accessible to Bendigo TAFE staff who display the current Bendigo TAFE parking permit. A limited amount of contractor or visitor parking is available on a daily basis and permits are available from the Facilities Office Building M, but this parking is not for students or staff use.

Parking at the Charleston Road Campus is for all Bendigo TAFE staff and students. Parking is only permitted within the designated car parking spaces with additional spaces being made available behind building P. There is limited contractor or visitor parking available on a daily basis and permits are available from the Facilities Office, Building AR.

## Transport

VicLink provides public transport information and services for Melbourne and regional Victoria including:

- Fares and ticketing services for trains and coaches
- Customer information regarding trains, coaches and town bus services, including timetables, useful signage, journey planning, and a dedicated call centre.

Call 131 638 (6am - midnight daily) for information about metropolitan and regional train, tram, bus and coach services and bookings.

Customers outside Australia call +61 3 8608 5010. Please note: standard call costs will apply.

There is also a TTY facility for passengers with hearing difficulties. Call (03) 9619 2727

Contact VicLink on 131 638 or visit: [www.viclink.com.au](http://www.viclink.com.au)

## Travel Concession Card

Full time students are eligible for a Victorian Public Transport Student Concession Card and Student Pass. For an application form please contact the Information Centre on 1300 554 248.

## Child Care Service And Facilities

BRIT Beginners Children's Centre is a purpose built child care facility located at the City Campus, Bendigo at 3-5 Mundy St.

It is such an exciting time in Early Childhood Education with the new national Quality Standards and Regulations coming into effect from 1st of January 2012. The Early Years Learning Framework (EYLF) for Australia, along with the Victorian Early Years Learning and Development Framework, allows for our Early Childhood Professionals to support individual children and families, together in partnership to design programs.

The Centre is competitively priced and open to Bendigo TAFE students, staff and the general public. When vacancies arise, student bookings are given priority. Centre staff create a warm, friendly, safe environment, to extend and enrich children's learning by providing them with opportunities that will maximize their potential and develop a foundation for future success in learning. BRIT Beginners operates from Monday to Friday between 7.45am and 5.45pm and caters for 50 children per day, offering full time and daily care. The Centre is closed all public holidays and for 2 weeks over the Christmas period. Further information can be obtained by phoning (03) 5434 1568.

## Lotus Hair And Beauty

This state of the art training facility is fitted out with the latest in hair and beauty equipment. Clients of the hair salon can be treated to cuts, colours, highlights, and more. While beauty clients can relax with body treatments, facials, manicures, pedicures and other pampering treatments.

For a complete list of the services available, or to make an appointment, please contact reception on (03) 5434 1918 or email [lotushairandbeauty@britafe.vic.edu.au](mailto:lotushairandbeauty@britafe.vic.edu.au)

Bendigo TAFE students are eligible for a discount when making a hair or beauty appointment at Lotus Hair and Beauty, located at Bendigo TAFE's City Campus.



## Training Restaurants

Bendigo TAFE operates fully licensed restaurant and function centres at the Bendigo City and Echuca Campuses. On designated dates throughout the year, these restaurants operate as training restaurants serving lunches and dinners to the public. This provides our students with a 'real life' environment in which to train.

During restaurant training service, staff and students are entitled to a 20% discount on meals. The restaurant's training facilities are closed on public holidays and during term break.

**restaurant 18eightyseven** - caters for functions such as weddings, birthdays, anniversaries and corporate events. Bookings are essential.

For bookings, enquires or the restaurant schedule please phone – (03) 5434 1887 or email [restaurant@britafe.vic.edu.au](mailto:restaurant@britafe.vic.edu.au)

**Kickhams Mill Restaurant Echuca** - bookings are essential. For bookings, enquiries or the restaurant schedule please phone – (03) 5483 1312 or email [stall@britafe.vic.edu.au](mailto:stall@britafe.vic.edu.au)

### *Vahland's Bistro*

Vahlands Bistro is located in Building E, at the City Campus. Vahland's is open 8am to 6pm Monday to Thursday and 8am to 4pm Fridays. During term breaks Vahland's is open 8am until 4pm.

Vahland's offers a wide variety of fine food and great coffee, both sit down and take away, at affordable prices with daily specials available. The menu includes breakfast, lunch and take away dinner options and special needs are able to be catered for. For more information contact Vahland's Bistro on (03) 5434 1413.

## **UNACCEPTABLE AND INAPPROPRIATE BEHAVIOURS**

### *Planking*

The deliberate act of planking is deemed to be inappropriate on Bendigo TAFE campuses. Students found to be engaging in planking, are at risk of disciplinary procedures, which could result in suspension or expulsion from Bendigo TAFE.

### *Bullying*

Bendigo TAFE is committed to providing a learning environment free from unlawful discrimination, harassment and bullying, including cyber bullying. Bullying is described

as repeated, unreasonable behaviour, directed at a staff member, student or group of students that creates a risk to health and safety. Bullying is generally accepted to include:

- Physical harm, emotional distress
- Intimidation
- Threats to personal standing, such as name calling or derogatory references to age, gender, race, religion or sexual orientation
- Deliberate isolation from groups or from information and opportunities
- Undue pressure and impossible deadlines
- Failure to acknowledge good work
- Facebook intimidation
- Setting someone up to fail

### *Harassment*

Is any form of behaviour that:

- Is not wanted
- Not asked for
- Is not returned and likely to create a hostile or uncomfortable place to be, that is humiliating, intimidating or offending

## Sexual Harassment

Sexual harassment is illegal and will not be tolerated by Bendigo TAFE. If you feel someone has acted inappropriately towards you please contact the Student Support Services staff on (03) 5434 1746.

Student Support Services staff are available to provide confidential information and advice to anyone with an inquiry or complaint about harassment, discrimination, sexual harassment, bullying or victimisation. For example, Facebook.

## Health, Safety And Wellbeing

All students must adhere to the regulations set out by the institute to maintain your health, safety and wellbeing. Placing yourself or others at risk of injury or harm, could result in disciplinary procedures being taken against you, which may include suspension or expulsion from Bendigo TAFE. Such examples may include; climbing structures on Bendigo TAFE campuses, interfering with electronic equipment such as lifts, lighting, setting off false alarms (fire alarms), or failing to comply with direction from a Bendigo TAFE staff member.

## Smoke Free Policy

Bendigo TAFE recognises that passive smoking is hazardous

to health and that non-smokers should be protected from involuntary inhalation of tobacco smoke. The objective of this policy is to reduce the exposure of all staff and students to passive smoke while they are on Bendigo TAFE owned or controlled premises. This policy applies to all Bendigo TAFE staff, students, contractors and members of the public.

Smoking is not permitted inside the institute buildings or vehicles, within five meters of any entrances or air-intakes or in any outdoor areas indicated by signs as a smoke free zone.

Smokers are to dispose of all smoking material, packaging and butts in appropriate bins provided. Smoking is not permitted within any campus boundary and/or building owned or controlled by Bendigo TAFE. See our Smoke Free Policy (Pol705).

## STUDENT RIGHTS, RESPONSIBILITIES AND INFORMATION

### Student Code Of Conduct Summary

Every student has the right to participate in our programs, free of inappropriate behaviour that may impair the learning process or the emotional, physical and mental wellbeing of individual students, staff and visitors to Bendigo TAFE.

As a student, you have an obligation to help create an atmosphere of understanding, respect and professionalism

where all learners enjoy a supportive adult learning environment. The Student Code of Conduct outlines your rights and responsibilities.

### *Student Responsibilities*

Students are expected to:

- Respect the rights, privacy and safety of other students and staff
- Treat other students with honesty and integrity
- Conduct their studies with honesty and integrity
- Respect all Bendigo TAFE facilities, resources and property
- Be responsible for their own decisions
- Provide accurate, current student information as needed, to facilitate the process of administration enrolment and assessment
- Actively participate in the learning process
- Respect the rights of other students and staff to have their own opinion
- Be open to, and welcoming of, the diversity of students on campus
- Observe restricted smoking areas
- Show consideration to others by not riding bikes or skateboards on campus

### *Student Rights*

Students have the right to:

- Be treated by others with dignity and respect
- Privacy – as per the Privacy Act, only information necessary to the core function of the Institute can be shared without the student's prior consent
- Be free from bullying or harassment, including sexual harassment on campus or during any Bendigo TAFE sponsored or controlled activity
- Receive fair and equitable assessment
- Make their own decisions about their lives
- Receive services without discrimination
- Ask to see information kept by Bendigo TAFE about themselves
- Be provided with information on Bendigo TAFE policies and student rights
- Complain, without fear of reprimand
- Feel safe and welcome at Bendigo TAFE

Please visit [www.bendigotafe.edu.au](http://www.bendigotafe.edu.au) for more information on student responsibilities.

### *Equal Opportunity*

Bendigo TAFE is committed to promoting equal opportunity in education and employment, and is therefore committed

to ensuring that staff and students can avail themselves of employment, education and training regardless of gender, socioeconomic background, disability, ethnic origin, age, race, language, geographic isolation, sexuality, work commitments, family responsibilities or any other significant difference.

In accordance with the requirements of the Victorian Equal Opportunity Act 2010, Bendigo TAFE will not tolerate acts of direct or indirect discrimination or sex-based harassment. Bendigo TAFE will respond appropriately, promptly and in compliance with its statutory obligations in the event of complaints of discrimination of this nature.

Discrimination is unlawful during work or study related attendance, but also during excursions, work or practical placements, work experience and field trips. More information can be obtained from the Information Centre by phoning 1300 554 248.

### *Privacy Policy*

Bendigo TAFE collects personal, health and sensitive information to allow it to undertake its primary purpose. Bendigo TAFE is required to store, use and disclose the personal, health and sensitive information collected about

staff and clients in accordance with privacy legislation.

Bendigo TAFE complies with privacy legislation requirements by:-

- Collecting from you only the information we need;
- Informing you why we need the information and how we will use it;
- Disclosing the information only as necessary and with your consent;
- Securing the information against unauthorised use or disclosure.

A student may request access to their information and will be provided with the opportunity to correct the information if it is established that it is incorrect.

### *Sustainability @ Bendigo Tafe*

Bendigo TAFE has committed to reducing its impact on the environment through the ResourceSmart program in conjunction with Sustainability Victoria.

Through the Bendigo TAFE Sustainable Champions committees, we are investigating and implementing a variety of strategies to achieve this. Reduction in paper use, introducing a more fuel efficient vehicle fleet and collecting

data on our overall environmental footprint (emissions) are some of the programs we are currently running. Other future programs include expanding our current waste process to include more recyclable content and embedding the topic of sustainability into all of our education and training programs.

Throughout the year we hope to participate in a number of national and international events including World Environment Day, Ride to Work Day, Walk to Work Way, Earth Hour and numerous programs delivered through Sustainability Victoria. So keep an eye out for information and participation in these events.

Our committees welcome your comments and input into this process, so please feel free to email us for more information or recommendations:  
[sustainabilitychampions@britafe.vic.edu.au](mailto:sustainabilitychampions@britafe.vic.edu.au)

### *Whistleblowers*

The Whistleblowers Protection Act is primarily aimed at protecting individuals who become aware of suspicious or criminal activity within a public body or by public sector employees, and provides a system of encouraging them to report such knowledge without fear of recrimination.

### *Emergency Management*

In addition to health and safety measures already in place, Bendigo TAFE has an Emergency Management Plan. Local instructions and trained emergency personnel are located at all campuses. In the case of an emergency, all students are required to act as directed by the wardens, proceed to emergency assembly areas when instructed, and remain with their group until the 'all clear' is given.

Emergency drills are conducted periodically in order to familiarise staff and students with emergency alarms and procedures.

### *Code Red*

If a Code Red Rating is applied on the CFA website by 2pm for the following day, to any of the following Fire Danger Ratings Regions: Central, North Central and Northern Country, the institute will be closed. Should the CFA downgrade the Code Red Rating after 2pm, the institute will remain closed.

Any notification on Code Red will be posted on the Bendigo TAFE website.

## CAMPUSES

### City Campus

23 Mundy Street (PO Box 170)  
Bendigo VIC 3552  
Telephone 1300 554 248  
Email [info@britafe.vic.edu.au](mailto:info@britafe.vic.edu.au)

### Charleston Road Campus

Charleston Road (PO Box 170)  
Bendigo VIC 3552  
Telephone 1300 554 248  
Email [info@britafe.vic.edu.au](mailto:info@britafe.vic.edu.au)

### BTEC Campus

21 St Andrews Ave (PO Box 170)  
Bendigo VIC 3550  
Telephone 1300 282 246  
Email [info@britafe.vic.edu.au](mailto:info@britafe.vic.edu.au)

### Castlemaine Campus

65 Templeton Street (PO Box 850)  
Castlemaine VIC 3450  
Telephone 1300 554 248  
Email [info@britafe.vic.edu.au](mailto:info@britafe.vic.edu.au)

### Echuca Campus

Cnr Hare and Darling Streets (PO Box 696)  
Echuca VIC 3450  
Telephone 1300 554 248  
Email [info@britafe.vic.edu.au](mailto:info@britafe.vic.edu.au)

### Kyneton Campus

73-79 Edgecombe Street (PO Box 1137)  
Kyneton VIC 3444  
Telephone 1300 554 248  
Email [info@britafe.vic.edu.au](mailto:info@britafe.vic.edu.au)

