Welcome to Bendigo TAFE



CEO WELCOME

Welcome to Bendigo TAFE!

We're so glad to have you join our vibrant and diverse learning community.

As one of Victoria's largest TAFEs, Bendigo TAFE is recognised for delivering hands-on, industry-relevant education that empowers students to take the next step in their journey - whether that's launching a new career, building on existing skills, or exploring a fresh direction. Our teachers, courses and facilities are here to support you every step of the way.

We understand that study is just one part of your life, which is why we offer practical student services to help you balance your learning with work, family and other commitments. We

also encourage you to connect with your peers, get involved in campus life, and make the most of the opportunities available to you.

At Bendigo TAFE, students are at the heart of everything we do. That is why this handbook is your guide to the many benefits of being a Bendigo TAFFE student. Take the time to explore it and discover why thousands of learners choose to study with us each year.

On behalf of everyone at Bendigo TAFE, I wish you a successful and rewarding year ahead. Celebrate your progress, embrace new challenges, and know that we're here to support you in reaching your full potential.

Laura MacphersonChief Executive Officer
Bendigo TAFE









YOUR FIRST WEEK

Welcome to Bendigo TAFE Student Life

In your first week you can attend a 'Student Life' Session. This event is designed to help you get started on your journey as a student here, providing you with essential information about life on campus, resources, Student Support Services, and the various ways you can get involved in our TAFE community. We understand that transitioning to a new learning environment can be both exciting and overwhelming, and we're here to ensure that you feel supported every step of the way.

To find out more please contact studentvoice@bendigotafe.edu.au.

Student identification (ID) card

Your name, photo and student number are printed on your Student ID card and it's your main ID during your time with us. Use your student ID as a government agency issued Student ID Card, as well as in the library or for printing and photocopying.

You must always carry your student ID card whilst on campus and present it upon request by a Bendigo TAFE staff member.

You should receive your ID card upon completing enrolment. If you haven't been issued a Student ID card, please go to the Enquiries and Admission Hub and request one.

If you lose or damage your ID card, you'll need to replace it. The Enquiries and Admission Hub will be able to issue a new one at a cost of \$15.

On-campus internet access

While on any campus, you can use the TAFE's free Wi-Fi. To access, simply search the Wi-Fi network and select "TAFE public". Be mindful of using the Wi-Fi for appropriate activities as per the Information Technology Usage Policy - Student found here.

Your Unique Student Identifier (USI)

A USI is a number unique to you, consisting of numbers and letters. Everyone in Australia undertaking a nationally recognised training course must have a USI issued by the Federal Government. If you're not sure, you can check to see if you already have one or apply to get one here.

When applying for a job or enrolling in further study, you'll usually need your training records and results. You can access your training records and results online, anywhere, anytime throughout your life; just log in your USI account at usi.gov.au.

If you need to formally amend your student record to reflect your gender identity or if you have formally changed your name please update your USI account FIRST. You can then update your personal details with Bendigo TAFE by completing the Personal Details Amendment Form here.

Course details

For details about particular course content, specific requirements, timetables, attendance, materials, or any other course or class specific information, please contact your teachers directly, or if in doubt speak to the Admissions Team on 13 TAFE (13 8233).

Student Portal

The Student Portal is the digital hub for your student activity at Bendigo TAFE. It's your gateway to information and supports, digital services and platforms.

In the Student Portal you'll find news and details of events, links to help guides, contact details for student services such as Counselling and Support. You will be linked to the platforms where you manage your enrolment, pay fees, and access your eLearning content.

You can log in to the Student Portal from any campus desktop computer, by clicking on the Student Portal icon on the **Bendigo TAFE website** home page.

To access the Student Portal from your own device (on or off campus), go to the Bendigo TAFE homepage and click on the Student Portal link on the top of the screen.

You access all Bendigo TAFE digital services using the same login details - your student email and your default password.

Your student email address is your student ID number followed by @student.bendigo.edu.au - for example 123456789@student.bendigo.edu.au

Your default password will be in the following format: the capital letter of your first initial, lowercase letter of your surname, followed by your full date of birth (DDMMYYYY) 8 digits – for example Jane Smith, 7th March 1995 = Js07031995

You will use these login details (username and password) to access all your student digital services.

Please approach the library staff either through LibChat via the **website** or in person if you cannot get into the Student Portal. You can contact the library on 5434 1516 or email library@bendigotafe.edu.au.

The Student Portal is your access point to the following:

Student email account

Your student email account will be set up at the time of your enrolment. You can access your email via the student portal in two ways:

- 1. Click on the nine dots in the top right corner (the 'grid menu') and select Outlook.
- 2. Under the "My Stuff" header menu, click "My Email" on mobile devices you can access the header menu via the three lines on the top left of the page (the 'menu burger').

Please contact the Library via email library@ bendigo.edu.au if you need support to set up or access your email.

Library access and support

Whether you are on campus or learning remotely, the Bendigo TAFE Library has your study needs covered. With support and services including live chat, log-in assistance, password reset, access to databases, e-books, curated subject guides and much more. The library staff look forward to welcoming you into the library. To live chat, select the "chat with us" tab on the right side of the page here.

MyLearning

MyLearning is our eLearning online teaching platform, available 24 hours a day. This is where you access most if not all the information, instructions and assessments for your course.

- To access MyLearning, you'll need a computer, the Google Chrome or Microsoft Edge browser software, and an internet connection.
- You can access MyLearning via the tile on the Student Portal, or directly by following this link. (hyperlink). (https://mylearning.bendigokangan. edu.au/).
- Your MyLearning account is created automatically when you enrol.
- If your teacher is using MyLearning, they will enrol you into a range of units within your course of study.
- You'll find a video here that will help you with navigating your way around the MyLearning portal. For further assistance, please speak to your teachers or the library staff, who can step you through what you need to know.
- You must be logged in to access the MyLearning manual here.
- For MyLearning access issues or system problems, email MyLearning support here and the support team will get back to you.

CAMPUS INFORMATION AND MAPS

Campus Locations and maps

Bendigo City campus

154 Hargreaves Street, Bendigo

Varied time restricted metered street parking is available around the perimeter of the TAFE, and there are several all-day metered car parks nearby. Free all day street parking is available in Hargreaves Street, past Chapel Street intersection.

Bendigo Charleston Road campus

62-104 Charleston Road, Bendigo Free parking is available in designated areas.

Castlemaine campus

65 Templeton Street, Castlemaine
All-day Street parking is available at the campus.

Echuca campus

Corner of Hare and Darling streets, Echuca 2-hour street parking is available at the campus, and all-day parking is available approximately a block south of the campus.

* Disabled access is available at each campus. For more information, refer to the relevant campus map links to view designated disabled parking spots and campus building access points.





Public transport

Bendigo, Castlemaine and Echuca campuses can all be accessed through Regional public transport. To find connecting regional routes and timetables, go to **ptv.vic.gov.au** and under the heading "PLAN" select "journey planner" then pop in your starting place and destination, and the system will give you your options.

Travel Concession Cards

Full-time students are eligible for a Victorian Public Transport Concession Card and Student Pass. Apprentices and international students are not entitled to the concession card. The application form is available **here**.

You can take your PTV application form to any campus Enquiries and Admissions Hub to have it signed and stamped.



Lockers

Some campuses have lockers for your use. Please ask the administration staff in your area for further information about access to a locker. You may need to provide your own padlock for security purposes and ensure that the locker is cleared at the end of your course.

Lost property

For lost and found enquiries, contact security on your campus. Please see below for list of security contacts for each campus.

On-campus security

If you are concerned about leaving the campus alone at night, speak to your teacher and arrange to leave the class in the company of others or, if available, a security guard.

Contact them on:

Bendigo City: 0419 749 271

Bendigo Charleston Road: 0412 152 549

Echuca: 0428 973 523 Castlemaine: 0428 371 834

Student Events

Stay up-to-date with what's happening at Bendigo TAFE and connected to student activities by referring to the News and Announcements on the Student Portal.

The Student Experience Team is dedicated to enriching your learning experience at Bendigo TAFE. Throughout the year, we have several exciting free on-campus events planned where you can meet new people, socialise with fellow students, and forge lasting friendships.

Make it a habit to check the Student Portal regularly to stay informed about upcoming events and other important information. Don't miss out on the opportunity to connect, learn, and enjoy your time here!



WHAT TO EXPECT FROM US

Customer Service Charter

This is our commitment "to empower people and industry with the skills to create a bright future". Our students are at the centre of this charter and the focus of what we do and how we do it. To see our Customer Service Charter please click here.

Privacy and Freedom of Information

We respect the rights of our students to security, privacy and service. We wish them to have confidence that the personal and health information they supply to the Institute will be stored and used appropriately. For more information about our Privacy and Freedom of information Policy please click here.

Personal support and study support are available

You can access a full range of learning, support, wellbeing, and employment support services during your studies at Bendigo TAFE. For more information, please click **here**.

Library

You can browse and borrow books and DVDs from all the libraries for study purposes and access computers and printing. Friendly staff are there to assist with IT troubleshooting, academic and study support and can assist with referral to other support services.

Contact the library on 5434 1516 or email **library@bendigotafe.edu.au**

Study support

If you're enrolled in a Skills First program, you can access free support with reading, writing, maths, and digital skills through our Study Support program. Specialist teachers work alongside you during your regular classes, so there's no need to attend extra sessions. Study Support is completely free and doesn't affect your enrolment cap. Our teachers use your actual course content to help you build practical skills in a supportive classroom environment, right alongside your peers. To enrol in this program, speak to your teacher or complete this **form**

For more information, click here

Counselling

Our counselling service team includes registered counsellors, psychologists and social workers, who can provide you with free and confidential counselling at our campuses across Bendigo TAFE. Counselling is available between business hours and can be face-to-face, over video chat, or via phone or email. The session is led by you and what you have on your mind. For appointments call 13 TAFE (13 8233) Monday - Friday between 9am-5pm or email: **Student Support Services.**

Youth Support

The Youth Support function assists young learners aged 15-24 in achieving their wellbeing and educational goals. Our team provides personalised guidance, resources, and referrals to internal and external services, supporting personal development, goal setting, and essential life skills.

Focusing on the unique needs of young people, we aim to empower and engage students for success. If you need help, please contact us at **studentsupportservices@bendigotafe.edu.au**.

TalkCampus

Bendigo TAFE also has a peer-to-peer mental health support app available to all enrolled Bendigo TAFE students. This is an anonymous platform that allows students to connect with other students worldwide to discuss any issues they may be experiencing, ranging from study pressures to mental health experiences. Click **here** for instructions on how to download and use TalkCampus.

Welfare and scholarships

Our Welfare officers may be able to provide advice, advocacy and referrals when it comes to budgeting, Centrelink, and community housing. Our welfare team have access to Coles E-vouchers for students who are facing food insecurity. We also have free food provided by Bendigo Foodshare. For appointments, call 13 TAFE (13 8233) Monday - Friday between 9am-5pm or email: **Student Support Services.**

Disability support

Available to any student identifying as having barriers with education due to a disability. Ranging from in-class support to technological solutions, emergency medical plans and inclusive community activities, our Disability Liaison Officer is here to improve your access and enjoyment while studying. For appointments please call 13 TAFE (13 8233) Monday - Friday between 9am-5pm, or email disabilityofficer@bendigotafe.edu. au.

Aboriginal and Torres Strait Islander Student Support

Bendigo TAFE's Indigenous Engagement Centre (IEC) has Indigenous mentoring and support staff that nurture and develop our Indigenous students while they study. We have dedicated Koorie Liaison Officers, Koorie Student Support Officers and an Indigenous Engagement Mentor to work with students to access the support services the Institute offers, as well as assisting with navigating external support services, through government agencies and other relevant organisations. To contact the IEC, email <code>iec@kangan.edu.au</code> or phone 13 TAFE (13 8233).

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 employers and stakeholders. For more information, please click here.

Child safety

As a Child Safe Organisation, Bendigo TAFE is committed to providing a safe environment and opportunities for young people to participate in education and have a say in matters that impact them. Bendigo TAFE is committed to promoting safeguarding practices and communicating these with students, families and the wider community. Bendigo TAFE has a Child Safety Officer who is the internal reporting authority concerning child abuse or neglect concerns.

For more information, please click here.

Safer Community

Safer Community is a free support service for Bendigo TAFE students to report inappropriate, threatening, or uncomfortable behaviour they may have experienced on or off campus. Through Safer Community, students can meet with and privately disclose their concerns to one of our expert staff, who will assist them in safety planning, incident response and follow up actions, connecting with additional support services, and general advice. For further information, students are encouraged to contact Safer Community at safercommunity@bendigotafe.edu.au

Occupational Health Safety and Wellbeing (OHSW)

Bendigo TAFE is committed to providing a safe and healthy environment for all students. If you have any concerns that you want to report, please let a staff member know immediately and they will inform the HSW team. To view the Health, Safety and Wellbeing (HSW) Policy, please click here.

Skills and Jobs Centre

Conveniently located at Bendigo TAFE City
Campus and Bendigo TAFE Echuca campus, the
Skills and Jobs Centre offers independent advice to
help you explore study and employment options.
Whether you're looking for training, considering a
career change, or seeking employment, we're here
to guide you every step of the way.

We can help you with:

Understanding your study options: Explore TAFE courses, university programs, apprenticeships, and traineeships to find the best fit for your career goals.

Career planning: Receive personalised guidance on the training and qualifications you'll need to start or make a change in your career.

Recognition of Prior Learning (RPL): Find out how you can get credit for your existing skills, work experience, or overseas qualifications.

Employment trends and job opportunities: Stay informed about jobs in demand and the latest employment trends in your field.

Job search support: Get help with preparing your job applications, applying for jobs, and boosting your chances of success.

Accessing additional support services: Benefit from financial advice, welfare assistance, and other services to ensure you're supported throughout your career journey.

Our Skills and Jobs Centre engages with local industries to assist businesses with their employment and skill needs. We also work closely with local stakeholders such as councils, State and Commonwealth governments, businesses, organisations and agencies to support the skill development and the employment prospects of the local residents.

Visit us at:

Bendigo City

154 Hargreaves Street Ground Floor,

G Building Bendigo Call: 1300 100 606

Email: skillsandjobscentre@bendigotafe.edu.au

Echuca

Corner Hare and Darling Streets Echuca

Call: 1300 100 606 Mobile: 0476 614 981

Email: skillsandjobscentre@bendigotafe.edu.au

Visit our website here

Employment Centre

At the Employment Centre, our dedicated team is committed to helping you understand and develop the employability skills needed to secure meaningful and sustainable employment.

Whether you're just starting your job search or looking to refine your skills, we offer a range of resources and one-on-one support to assist you in finding the right job.

We can assist you with:

Job Search: Access our up-to-date job vacancy listings, published weekly online.

Resume & Application Support: Get help writing your resume and cover letters.

Interview Preparation: Prepare for interviews with practical tips and advice.

Building Employability Skills: Increase your confidence and improve the skills employers are looking for.

To get started, make an appointment with us by calling 1300 484 335 or emailing employmentcentre@bendigotafe.edu.au Register and visit our job listings at: info. bendigotafe.edu.au/Vacancy

Student Ambassador Program

Become a leader in our Student Ambassador Program! This unique opportunity allows you to represent your peers, connect with fellow students, and develop invaluable transferable skills. As an ambassador, you'll play a key role in welcoming new students, organising events, and promoting student support services to your peers. You'll collaborate with staff and fellow students to create an inclusive and engaging environment for everyone. This program not only enhances your leadership abilities but also helps you build lasting friendships and a strong sense of community. To find out more about this please email: studentvoice@bendigotafe.edu.au

Reasonable Adjustments and Accommodations

Bendigo TAFE is committed to providing every student with fair and equitable access to training and assessment. To support this, Bendigo TAFE provides reasonable adjustments and accommodations that recognise the diverse backgrounds, abilities, and learning needs of our students, ensuring equal participation while maintaining the integrity of competency requirements and industry standards.

- Reasonable adjustments are available for students who have registered a disability. These may include additional time, assistive technologies, alternative assessment formats, enlarged print, or the use of a scribe or interpreter. All approved adjustments are documented in the Individual Training Plan.
- Accommodations may also be provided under the principle of fairness for students without a disability who require support due to language, cultural, educational, social or health-related factors. These may involve oral delivery of questions, observational assessment, the use of a scribe or tutor, or other flexible methods that uphold assessment validity and cultural safety. Both reasonable adjustments and accommodations aim to ensure students can demonstrate their competence fairly and appropriately for their circumstances, while meeting the required standard of competency. Students who believe they may benefit from additional support are encouraged to discuss their needs with their teacher or assessor as early as possible.

Reconnect

Reconnect is a free service that can provide personalised support and course related financial assistance to disengaged, high needs learners. This service works with your strengths and your individual learning goals to help you successfully return to education, training and/or employment. To be eligible for the Reconnect program you must be:

Young people aged 17-19: Not engaged in education or training for six months or more (less than 8 hours per week).

Mature participants aged 20-64: Unemployed for six months or more (less than 8 hours per week) and not engaged in education or training for six months or more (less than 8 hours a week).

Young people impacted by justice system aged 17-24 who have been or are currently on, Youth Justice Orders.

Asylum seekers: Individuals or dependents of individuals who meet the following criteria:

- Hold a valid humanitarian, protection of refugee visa in Australia, or
- Have applied for a humanitarian, protection or refugee visa and hold a bridging visa for this purpose (evidence of lodgment required), or
- Have made an application under s.417 or s.48b of the Migration Act 1958 (Cth) which is yet to be determined and hold a bridging visa.

Out of home care aged 17-64: A person that has a current or previous experience with Child Protection. With locations in Echuca, Bendigo, Castlemaine, Maryborough, Wedderburn and Macedon Ranges contact us on 1300 327 328 to find out how we can help you or go to info. bendigotafe.edu.au/reconnectprogram.

Student Voice

Join our Student Voice Group and be a part of something transformative! This is your chance to share ideas, advocate for change, and make your voice heard in our TAFE community. Collaborate with fellow students, engage in meaningful discussions, and influence decisions that affect the future of education and environment. Whether you're passionate about your study journey, diversity, or sustainability, your perspective matters. Together, we can create a vibrant and inclusive atmosphere where every student feels valued. If you would like to be involved, please email: studentvoice@bendigotafe.edu.au

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

If you have current, relevant and sound work experience in a unit that you're studying, or if you have previously successfully completed study in the same area, this will be determined at the outcome of the Pre-Training Review (PTR). You can potentially apply for an RPL or CT and reduce the amount of study required to complete your course.

Academic appeals

If you are not satisfied with an outcome of an assessment, you can appeal the decision. Within 28 working days of receiving the assessment result, you need to discuss with the subject teacher and notify the teaching area's Lead Educator. If you're still dissatisfied, Requests for an appeal must be made to Governance, Risk and Compliance in writing. View the Assessment Appeals policy here.

Feedback and complaints

If you have anything you want to bring to our attention, positive or negative feedback, suggestions for improvements or innovation, please let us know by completing the feedback form. You can find the link here. We are keen to hear how we can make your experience at Bendigo TAFE better.

Fee Refunds

The following fee refund procedures apply to government-subsidised and full fee paying students (excluding students on a study visa): If Bendigo TAFE cancels your course, you are

If Bendigo TAFE cancels your course, you are entitled to a 100% refund. For more information, please click **here.**

Short courses

If you provide formal notification of withdrawal five (5) business days or more prior to the scheduled start date of your short course, you are entitled to a refund of your enrolment fees (less an administrative fee of \$40). You are not entitled to any refund if you withdraw less than five (5) business days prior to the scheduled start date of your short course.

For more information, please refer to the Withdrawal and Refund Procedure here.



Non-VET Student Loans courses (Certificates I. II. III and IV)

If you provide formal notification of withdrawal prior to the commencement of your course or within 28 days of your non-VET Student Loans course commencing, you are entitled to a refund of your tuition fees (less an administrative fee of \$80). You will not be refunded for units where a final result (either pass or fail) has been recorded. You are not entitled to any refund if you withdraw later than 28 days after the commencement of your non-VET Student Loans course. Refunds for non-tuition fees will be assessed on a case-by-case basis.

VET Student Loans courses (approved diplomas and above)

If you have a VET Student Loan you must advise us that you want to withdraw on or before the published census date for that unit, so that you do not have a debt for your tuition fees reported to the Commonwealth Government. If you withdraw after the census date for that unit of study, you will incur a debt for those tuition fees. Refunds for non-tuition fees will be assessed on a case-by-case basis (less an administrative fee of \$80).

If you do not have a VET Student Loan for a Diploma or above, you must advise us that you wish to withdraw before or on the census date to receive a full tuition fee refund. Refunds for non-tuition fees will be assessed on a case-by-case basis (less an administrative fee of \$80).

Withdrawal and refund application forms are available at the Enrolment Centre or by calling 13 TAFE (13 8233).

Most refunds will be processed within four (4) weeks of application. To view the Fees, Charges and Refund Policy click **here**.

Practical placements

Many courses at Bendigo TAFE require students to do industry based practical placement. We have an amazing placement team who support students to find the placement opportunities needed to complete the course. Please be aware that some courses require you to do significant amount of industry related practical placement to successfully complete your training and become qualified. If you have any concerns or barriers around completing placement, please reach out to your teachers or the placement team as soon as possible so they can assist.

Withdrawals

To withdraw from your course, you must notify us of your intention in writing. Withdrawals may impact your academic record and fees, so it's essential to understand the process. Please review the Withdrawal and Refund Procedure **here** for detailed information.

Compassionate leave

If you need to apply for Compassionate Leave, please follow these steps:

- Contact your teaching department: Submit your request via email to your Program Lead or Department Manager.
- 2. Arrange a follow-up meeting: After submitting your request, schedule a meeting with your Program Lead or Department Manager to discuss your situation and provide any necessary documentation.
 - (Note: The review period for requests may vary depending on your department.)
- **3. In case of declined requests:** If your request for Compassionate Leave is declined, you can seek further support by applying for Special Consideration through Student Support Services. Contact Student Support Services at **studentsupportservices@bendigotafe.edu.au.**

WHAT WE EXPECT FROM YOU

Respectful behaviour and our Student Code of Conduct Policy

The Student Code of Conduct Policy can be found here.

Bendigo TAFE encourages and supports the participation of students from all backgrounds and we expect all students to demonstrate the same level of respect and support for all people from diverse backgrounds.

We provide a friendly culture where we can trust one another and build each other's confidence, where everyone has the right to value new and different ideas, thoughts and beliefs that are respected by staff and fellow students.

If you need assistance and you're not sure where to start, please call the Enquiries and Admissions Hub on 13 TAFE (13 8233).

Academic Integrity

Academic integrity means being honest in your study and assessments. Breaches can happen intentionally or by mistake, and it's important to understand what they look like so you can avoid them. Examples:

- AI Misconduct: Using AI tools (like ChatGPT) to produce answers for assessments. Limited use may be allowed only if your educator clearly states so.
- Assessment Misconduct: Any dishonest behaviour during assessments, such as using notes, devices, or helping another student when it's not permitted.
- **Collusion:** Working with others on an assignment or exam when you're not allowed to.
- Contract Cheating: Paying or asking someone else to complete your work or sit an exam for you.
- Fabrication: Making up information, data, or sources in your work.
- Plagiarism: Using someone else's words, ideas, images, or work as your own without proper acknowledgement, even if unintentionally.
- Recycling/Resubmitting Work: Reusing something you previously submitted for another task without referencing or permission.
- **Theft:** Submitting work taken from another past or current student.

To avoid breaches, learn how to acknowledge sources used in your work, and build good study habits, you can get help from:

- Student Support Services
- Library Team
- Your trainers/assessors

We encourage you to explore BKI's policies and procedures, so you clearly understand what's expected of you.



BENDIGO TAFE CAMPUSES

Bendigo City

154 Hargreaves Street Bendigo VIC 3550

Bendigo Charleston Road

62-104 Charleston Road Bendigo VIC 3550

Castlemaine

65-67 Templeton Street

Echuca

Corner Hare and Darling Streets Echuca VIC 3564

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