

INTERNATIONAL STUDENT HANDBOOK 2020-2021



TECHIE
INTERNATIONAL COLLEGE
RTO CODE 45380 • CRICOS CODE 03815C

Techie International College

Building C 60 Belfast St, BROADMEADOWS, VIC, 3047

RTO Code: 45380 CRICOS CODE: 03815C

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Welcome Message

Thank you for choosing the Techie International College to assist you in achieving your learning goals. At Techie College we are proud of our facilities and the quality of the education that we provide to our students.

We welcome you to our college and to our city. We want you to enjoy your time here and gain the most from your experience.

This student handbook is designed with you (the student) in mind. We hope that it will provide you with all the information you need to gain all that you can from your time at TIC. This handbook provides you with information to help you settle into TIC. It sets out a range of processes and procedures that have been put in place to ensure that we provide you with a consistent and high-quality service.

We aim to provide you with the best of facilities, trainers, and support services to ensure that you are learning experience at TIC meets and exceeds your expectations.

We wish you an enjoyable and rewarding experience with TIC.

Aparana Bhasin
CEO

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Date created: February 2021	Date implemented: July 2021	Date reviewed: July 2022	Responsible by: CEO
Techie International College Pty Ltd	CRICOS: 03815C RTO No: 45380	info@techie.edu.au	www.techie.edu.au

Introduction to Techie International College

Introduction

Techie International College (the College) is Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The Federal Government registering authority monitors and subjects to regular external audit to verify adherence to these standards.

Qualifications offered to domestic students

Techie International College's Qualification on Scope for international students:

Qualification Code	Qualification Name
BSB50120	Diploma of Business
BSB60120	Advanced Diploma of Business
AUR30620	Certificate III in Light Vehicle Mechanical Technology
AUR40216	Certificate IV in Automotive Mechanical Diagnosis

Our Campuses

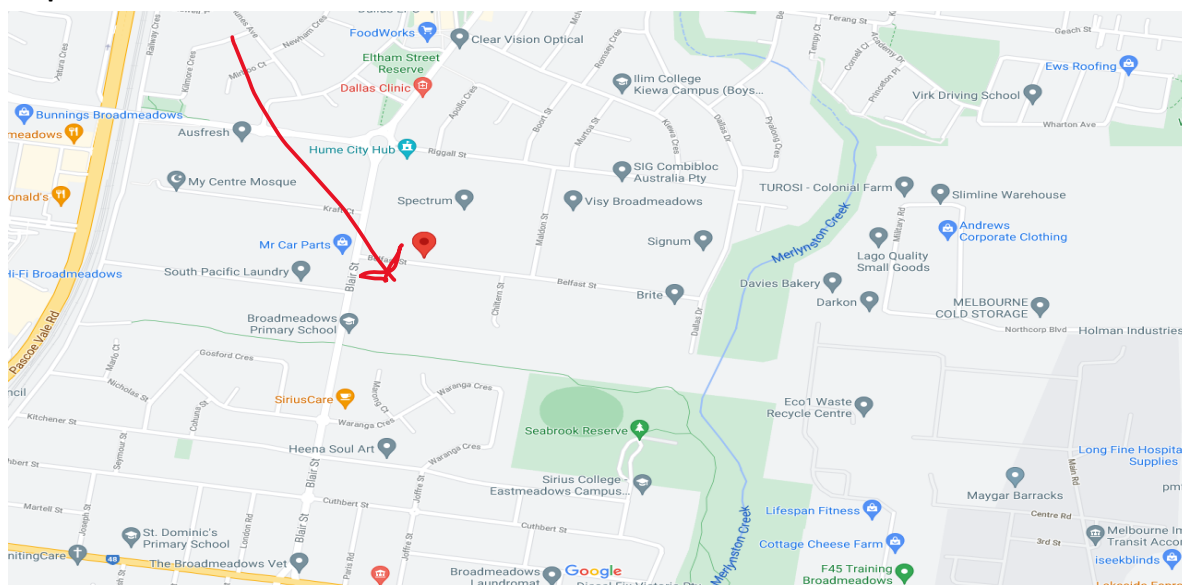
Techie International College offers training at convenient locations close to transport, retail shopping, entertainment, and other colleges. Check out the locations at Google map

- **Building C – 60 Belfast Street, Broadmeadows, VIC, 3047**
- **Workshop – 60 Belfast Street, Broadmeadows, VIC, 3047**

The College facilities include modern well-equipped classrooms, fully equipped automotive workshop for training and simulation, computer and internet facilities and a student breakout area for study, research, and leisure.

Students will be given complete information about the location of facilities during the orientation program run by the College.

Maps



Techie International College in Broadmeadows

Public Transport

Broadmeadows Campus (Victoria)

Techie International College's Victoria campus is located at Building C – 60 Belfast Street, Broadmeadows, VIC, 3047 with significant public transport access for surrounding areas.

Techie is located within easy access of Broadmeadows train station (Craigieburn line) and bus stops. There is ample parking space inside the campus

Melbourne's Transport System

Public transport is fairly reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The Melbourne transport system operates trains, buses, and trams from the city centre to all Melbourne suburbs. It operates from 5.30am to 12.00 midnight every day. The free City Circle Trams circle the perimeter of the city centre and central business district every day

Melbourne's new ticketing system is called Myki. Myki is operating on metropolitan trains and buses. Myki money or myki pass are valid for travel on all metropolitan.

For further information on the Melbourne transport system or train, tram and bus timetables call 131 638 (6.00 am – 10.00 pm daily) or visit <http://www.ptv.vic.gov.au>

Student recruitment, selection and enrolment process

Students must read this Handbook in full. Students are encouraged to contact the Techie International College at info@techie.edu.au if you are unsure about any information included in this Student Handbook or have any questions.

Pre-Enrolment Information

- Techie International College provide pre-enrolment information to potential students included but not limited to student Handbook, course flyers before enrolling students.
- Students must complete the student application form and send the completed form to the college along with the previous educational qualifications, experience and other required documents.
- Completed student application forms will be processed by the college and the application assessed on the basis of the information supplied. The applicant for program offered by the college will be selected in a manner that reflects access and equity principles and student's learning needs.
- Students will be asked to complete Pre-Training review and Language, Literacy and Numeracy (LLN) test before enrolment by providing their existing knowledge, skills, and experience relevant to course.
- The results of the pre-Training Review, LLN test and enrolment form are used to determine student's learning needs and appropriately addressing the student's individual and learning needs.

Entry requirements

Qualification level	Entry Requirement
Certificate III in Light Vehicle Mechanical Technology	<ul style="list-style-type: none"> ▪ 18 years or older ▪ Completion of Techie's LLN successfully
Certificate IV in Automotive Mechanical Diagnosis	<ul style="list-style-type: none"> ▪ 18 years or older ▪ Completion of Techie's LLN successfully

	<ul style="list-style-type: none"> Completed an automotive mechanical Certificate III qualification, or be able to demonstrate equivalent competency
Diploma of Business	<ul style="list-style-type: none"> 18 years or older Completion of Techie's LLN successfully
Advanced Diploma of Business	<ul style="list-style-type: none"> 18 years or older Completion of Techie's LLN successfully Satisfactory completion of Diploma or Advanced diploma from the BSB Training package (current or superseded equivalent versions) <p>OR</p> <ul style="list-style-type: none"> Have 2 years equivalent full time relevant workplace experience in an operational or leadership role in an enterprise.

LLN Requirements

Students need to successfully complete the Language, Literacy and Numeracy (LLN) Test administered by Techie International College.

Enrolment Process

- Read the domestic student handbook in full and visit Techie's website <https://techie.edu.au> for all the information about college, policies, and course information
- Contact Techie's staff if you need further information or explanation related to your course and enrolment
- Complete enrolment form and return it to college with all supporting documents mentioned in enrolment form at Building C, 60 Belfast Street, Broadmeadows, VIC, 3047 OR email to info@techie.edu.au
- Techie International College will assess your application and notify you of the outcome
- Successful applicants will be sent an offer letter, written agreement and a request for payment by college along with PTR and LLN
- Read the offer letter and agreement carefully, if you want to accept the offer, sign the offer letter and agreement
- Return the signed offer and agreement with payment proof of relevant fees indicated in the agreement along with completed PTR and LLN
- PTR and LLN would help us to understand your learning needs and suitability of course
- Once the completed written agreement and fees is received (and cleared by bank), applicant will be sent a enrolment confirmation.

Unique Student Identifier

From the 1st of January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

The College collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct the College to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Individual Learning Needs

Techie International college encourage students to think about their individual learning needs prior to undertake a course. Students should check the information provided in this handbook and decide whether the course, training and assessment methods are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical, or medical conditions or have vision or hearing impairments.
- Family, work, or personal commitments that impact study
- Preferred learning style/s. Some people learn best through reading, listening, or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills, and experience relevant to their intended course of study

Prior to enrolment, all students should read this handbook in full and visit Techie College's website for course, policy and procedures and type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework. Students have to complete the LLN and PTR prior to enrolment to decide their individual learning needs

Course information provides you information about course structure, course durations and course demand per week, types of learning and assessment methods, further study path and job path on successful course completion. Students should think about whether the course and support mechanisms address their learning needs. Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook and Client Support Policy and Procedures are appropriate for supporting their individual learning needs. e.g., Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment, students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide College full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

Techie International College encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies

Credit transfer

The College recognises qualifications and statements of attainment issued by other Registered Training Organisations. Applicants who have successfully completed whole units of competency in one of our courses with another Australian RTO can apply for credit transfer.

Credit transfer allows the candidate to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing Credit Transfer applications. There is a pro-rata reduction in course fees if Credit Transfer is applied for and granted.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the College. The CT application form is available on request from the College. Further information on the RPL/ CT process can be accessed by contacting the College.

Please note that Credit Transfer applications can only be considered for whole units of competency.

You can visit our website www.techie.edu.au for Credit Transfer Policy

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work, and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Please note that RPL applications can only be considered for whole units of competency.

An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the College RPL application form that will be available during orientation.

RPL in a unit will only be granted after students have completed the College RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for.

The RPL fee listed in the fee schedule section of the Student Handbook and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the College before commencing an RPL application.

You can visit our website www.techie.edu.au for Recognition of prior Learning policy and procedure

Course demands

Students are encouraged to pay particular attention to the course information.

Fees and Refund arrangements

Fee schedule

Tuition fee and material fees	See course information on the website
Application fee/ Admission fees	\$250
Recognition of Prior Learning fee	\$350 per unit
Credit transfer fee	No charge
Repeat unit fee	\$600 per unit
Assessment resit fee (3 attempts) ¹	No charge
Bank Transfer fee	What the bank charges for the transfer

Refund arrangements

If the College defaults on delivery of qualifications

In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the Tuition fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of Tuition and materials fees, or to accept a place with another provider. If you choose placement with another provider, you may need to sign a document to indicate that you accept the placement.

In the case of provider default there is no requirement for a student to lodge a refund application form as the College will initiate payment of the refund.

If a student defaults on their written agreement

If students want to withdraw from their course after fees have been paid then refunds will be made in accordance with the written agreement that the student signs with the College. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the College.

Cooling off period

Techie International College provides applicants a 7-day cooling off period. This means that if a student accepts an offer of a place and pays Techie International College relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$250 application fee) will be provided. Students must notify Techie International College in writing within 7 days of paying Techie International College any fees.

Refund conditions

1. Refund applications must be made in writing to the College. The student refund application form, available from the College, must be used as the written application. The College accept requests by phone, mail, fax, or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and include a statement explaining how the refund was calculated.

Definitions

Tuition fees:	Fees paid by the student to Techie International College for training and assessment services provided by Techie International College. Tuition fees do not include any other fees e.g., materials fees, OSHC, enrolment fee, airport
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	pick up fee etc.
Materials fees:	Fees paid by the student to Techie International College for course related materials but not limited to textbooks or IT resources.
Application fees:	Fee paid by the student to Techie International College for the costs of processing a student enrolment application.
Administration fees:	Fee paid by the student to Techie International College for the costs of processing a student refund

Refund Fee:

Student Default: Withdraw from the course after fees have been paid before commencement	100% refund of Tuition fees
Withdrawals notified in writing and received by the College on the commencement date or after the semester commences	Refund of unused Tuition fee less an administration charge of \$250. **
Student breach of agreement conditions, and suspension or cancellation of enrolment by the College	No refund of current semester course fees paid.

**** If a student withdraws and has notified Techie International College on the commencement date or after the semester commences Techie International College will issue a refund of unused Tuition paid to date.**

Refunds will be calculated as follows

Tuition fee per week x number of weeks unused course the student has paid for at point of withdrawal

The weekly Tuition fee for the course will be identified by calculating:

Weekly Tuition fees = (Total Tuition fee/ number of calendar days in the course) X 7, roundup to the nearest whole dollar.

E.g., = (1000/ 140) X 7 = \$ 50

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of unused weeks = number of calendar days that have been paid but remained unused / 7

E.g., = 90/ 7 = 12.857, rounded up to the nearest whole week = 13 weeks

E.g., Tuition fee of \$50 per week x 13 weeks unused course = \$650 refund paid to the student.

Any refunded amount will have an administration charge of \$250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the College.

- In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the Tuition and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place with another provider.

If you choose placement in another provider, you may need to sign a document to indicate that you accept the placement.

- Fees not listed in the refund section are not refundable

4. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the College will sign once an application has been received, accepted by the College and an offer made to the student. There is no obligation on the student, or the College until the Written Agreement is signed by all parties, funds have been cleared by the College bank and an official receipt is issued by the College.

The written Agreement and the availability of complaints and appeals processes does not remove the right of the student to take an action under Australia's consumer protection laws.

Students are strongly advised to contact Techie International College with any questions they have about fees and refunds prior to submitting the application. Contact Info@techiecollege.edu.au

Training and assessment

Competency based training and assessment.

What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

Performance at an acceptable level of technical skill.

Organising one's tasks.

Responding and reacting appropriately when things go wrong; and

Transferring skills and knowledge to new situations and contexts.

Competency Standards are statements of the required workplace levels of performance.

Student orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at the College and to provide introduction to studying, Brisbane's costs of living, transportation, facilities, banking, and accommodation. In addition, College student will be introduced, a tour of the College and the local area will take place and an opportunity to ask questions will be given. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa, or enjoyment of the stay in Australia.

Course delivery

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required level of competence, and preparing people for assessment against specified competency standards.

Our nationally accredited course is designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, undertaking research, answering written and verbal questions, discussions, case studies, individual coaching and developing competence through completing practical activities. Delivery will take place at our campus and will involve a mixture of classroom and simulated work-based environments to develop competency.

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Assessment

Student's performance in vocational courses (award courses) is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering written and verbal questions, presentation, case studies, project, role play etc. Each unit of competency will normally involve two or three assessments which will be individually marked as satisfactory or non-satisfactory. All assessments must be satisfactory for the unit to be marked C – Competent. If the assessments are not satisfactory then the unit will be marked as NYC – Not Yet Competent.

Students are given 2 more attempts for re-assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This will incur a re-assessment fee.

The assessment process will be explained at the orientation session and will be available upon request to your assessor.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones, and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Helping another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g., in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another Student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment, you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g., passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at Info@techiecollege.edu.au

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the student prospectus and student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled

Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into university programs. As a general rule student with high marks will have the best chance of being accepted by a university.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate and a record of results corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Certificate and statement of attainment will be issued within 30 days of course completion/end date.

Training Guarantee

Techie International College take all reasonable steps to ensure we provide a course to Students once it has been confirmed. In the unlikely event of Techie International College being unable to fulfil its commitment to provide a course at the agreed date, it will offer the student a full refund or re-schedule the course. Techie International College takes a collaborative approach with Student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Currency of training

Techie International College implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that Students are fully informed of the process and subsequent arrangements

Code of Conduct

Techie International College practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights

Access and Equity

Techie college ensure that:

- all students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin.
- we employ a systematic, fair and equitable approach to enrolling students.
- all staff will perform their duties in a fair, equitable and respectful manner.
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele.
- all staff are aware of their responsibilities with respect to equity and access.
- staff activities are evaluated for continuous improvement purposes.
- staff are culturally aware and sensitive to differing norms, beliefs and values.
- systems are employed to receive feedback on its application of this policy.
- staff and students are required to comply with access and equity requirements at all times.

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Workplace Health and safety	https://www.worksafe.qld.gov.au/
Standards for RTO's 2015 & CRICOS registration	Australian Skills Quality Authority

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated or contact CEO if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Student support, welfare, and behaviour

Student Welfare and Support Services

In the first two weeks of your enrolment at the College the Student support officer will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to settle in Australia and succeed at your studies. If you do have academic or non-academic welfare issues, then assistance will be provided, and the student support officer will maintain regular contact with you until you have settled in and resolved your problems. There is no additional charge for this service.

The Training Manager, Student support Officer, Trainers and Administrator are available to provide advice and assistance to you at no charge from the College. The trainers are working with support and welfare teams on course progress monitoring, academic support/intervention programs.

Students requiring special or intensive assistance must contact support Officer who may deal with the problem or may refer students to external welfare and support services if required. The College will not charge for welfare and support services it supplies or for referring students to external welfare and support services.

Students will have to pay any fees charged by external welfare and support services that they use. Some fees may be partly met by your overseas student health cover.

You can download the student support policy from our website

First contact person for Student support services: Priyanka, Mob: 0469 267 478

Use the following guide to assist in identifying who you should contact in the College:

Issue	Who to	Details	Contact details
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	contact		
<ul style="list-style-type: none"> Course Enquiries 	Marketing Staff	<ul style="list-style-type: none"> Course information Fee's enquiries Airport pickup Accommodation support 	marketing@techie.edu.au
<ul style="list-style-type: none"> Academic problems Course progress problems Study problems Attendance problems English language problems Assessment problems Homework problems Course Credit 	Trainer Training manager	<ul style="list-style-type: none"> College staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. Techie College staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the contact persons skills/ abilities to assist you, they will refer you to either other internal College staff member/s or to external support contacts who have the skills and experience to assist you. <p>Examples of some types of support may be:</p> <ul style="list-style-type: none"> Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy 	trainer@techie.edu.au
Student records Attendance records Course progress records	Trainer Admin officer	<ul style="list-style-type: none"> You will be asked to verify your identity You will be given help to understand the content of the records Your records will be made available to you and the details explained Any errors or omissions will be corrected 	trainer@techie.edu.au info@techie.edu.au
Housing Transport Personal issues Harassment Money problems Loneliness Family problems Orientation program	Student Support Officer	<ul style="list-style-type: none"> The student support officer will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The support officer will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the support officer skills/ abilities to assist you, they will refer you to either other internal College staff member/s or to external support contacts who have the skills and experience to assist you. The support officer may provide advice and referral to websites and/ or services that can assist you with the issue/ problem. The Training Manager will explain the reasons why this has happened and what the process 	info@techie.edu.au

		involves including the outcomes to the student.	
Fees and refunds Access to your own records	Admin officer	<ul style="list-style-type: none"> You will be given help Your fee records will be provided and explained Any errors will be corrected Payment plans will be discussed Payment options will be discussed Your records will be made available to you and the details explained Any errors or omissions will be corrected 	info@techie.edu.au

Useful Information and Contacts

Services	Broadmeadows Campus
Fire, ambulance, and police emergency	Phone 000 Police link 131 444
Translating and Interpreting Service	Phone 131 450
Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114
Police Centre	World Trade Centre, 637 Flinders Street, Docklands, VIC, 3008. Phone: (03) 92476666
Doctor	<ul style="list-style-type: none"> • Mediq Broadmeadows, 25 Olsen places, Broadmeadows. 0 9309 2088 • Medical one, 292 Swanston Street, Melbourne. (03) 8663 7000
Dentist	<ul style="list-style-type: none"> • Blair street Dental, 136 Blair Street, Broadmeadows. 03 9309 1426 • Melbourne Dental Hospital, 720 Swanston St, Carlton, VIC 3053. (03) 9341 1040
Hospitals	<ul style="list-style-type: none"> • Northern Hospital, 35 Johnstone Street, Broadmeadows. 03 8345 5000 • St Vincent's Hospital, 41 Victoria Parade, Fitzroy, VIC 3065. (03) 9288 2211
Counsellors	Mindtreat Psychology, 182 Glenroy Road, Glenroy, 0401 825 512
Psychologist	Healing mind Psychology, 165 Hilton Street, Glenroy. 1300 732 725
Legal assistance	<ul style="list-style-type: none"> • Victoria Legal Aid, 1100 Pascoe Vale Road, Broadmeadows. 03 9302 8777 • Legal Aid, 350 Queen St Melbourne VIC 3000. (03) 9269 0234
External appeals body (see complaints and appeals information)	<i>Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072</i>
Pharmacies	Chemist Warehouse, 1099-1169 Pascoe vale road, Broadmeadows. T: 03 9309 0366 Melbourne Central Pharmacy, Swanston St, Melbourne VIC 3000. T: (03) 9663 4747
Physiotherapist	Dallas Physiotherapy, 178 Blair Street, Broadmeadows. 03 9302 1044
Religious institutions	Anglican All Saints Anglican Church Preston, Corner high street and Murray Road, Preston. T: 03 9471 9191

	<p>Catholic St Dominic's Catholic Church, Broadmeadows, 408 Camp Road, Broadmeadows. 03 9309 2575</p> <p>Islamic AMC 13 Central Grove, Broadmeadows.</p> <p>Hindu Shri Shiva Temple, 52 Boundary Road, Carrum Downs. 03 9782 0878 Shirdi Sai Sanasthan, 32 Halley Avenue, Camberwell. 03 9889 2974</p> <p>Buddhists Melbourne Tibetan Buddhist Centre, 1/246 Grange Road Carnegie VIC info@melbournetibetanbuddhistcentre.org W: www.melbournetibetanbuddhistcentre.org</p>
Youth Central	http://www.brisyouth.org

Key College Staff

Position	Name	Email
Director	Aparana Bhasin	ceo@techie.edu.au
Chief Executive Officer	Aparana Bhasin	ceo@techie.edu.au
Training Manager	Aparana Bhasin	trainer@techie.edu.au
Student Support Officer	Priyanka	info@techie.edu.au
Trainer and Assessor (Business)	Tejinder Kaur	trainer@techie.edu.au
Automotive	Muhammad Asad Ali	trainer@techie.edu.au

Student Orientation

Students who are accepted at Techie International College are provided, on arrival, with an Orientation Program about qualification, Techie International College, and the local community. The aim is to assist students to adapt and adjust to their new environment easily and smoothly. Techie International College's New Student Orientation program includes different activities aimed to help the transition of new students into their new learning and living environment at Techie International College, as well as preparing them for an exciting study experience. Orientation is a great avenue for students to find out what it takes to be a successful student, learn about the Centre, and includes essential information regarding their study.

Academic issues:

Students are able to gain advice and support to ensure they maintain appropriate academic levels and general support to achieve satisfactory results in their studies.

Personal / Social issues

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during normal Techie International College hours for advice and

guidance on personal issues, accommodation issues or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

For more information, please email info@techie.edu.au

Student with dependents

Students who decide to come and study in Australia with their dependents are advised to make the necessary arrangements for their families, such as schooling arrangements for their school-age children, childcare and family accommodation. Students must also factor these costs in their cost-of-living calculations. Information on family and education services can be found through the following links:

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

Important Websites

- Department of Education www.education.gov.au
- Student hotline: 1300 363 079
- Department of Education www.education.gov.au
- www.training.gov.au
- <http://www.abs.gov.au>

Policies and Procedures

Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and Appeals.

If student is having an issue with any aspect of their training course, they should bring this to the attention of their trainer or another College staff member. College staff attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form from the reception or from website (proposed). The appeal will be dealt with in accordance with the complaints and appeals policy and procedure.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process

The Student Ombudsman review the case to identify if the College has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

Further information on the complaints and appeals process can be gained by contacting Techie International College at info@techie.edu.au OR from college website.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension, or cancellation application form or in writing by email, fax, or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the College confirm your deferral of commencement or suspension of studies.

Student cancellation of enrolment and Fee Refunds

Cancellation of enrolment trigger the refund arrangements in the Written Agreement between the College and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the College Training Manager. The student refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and include a statement explaining how the refund was calculated.

College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, non-payment of fees or unsatisfactory course progress. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal through college's internal complaints and appeal process against the College suspension or cancellation.

College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the Written Agreement between the College and the student will be triggered and the College will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

You can download Techie International College's Defer, Suspension and cancellation Policy from our website.

Full time study and attendance

Students studying at Techie International College are regarded as full-time students. This means that you will be required to attend all your scheduled classes for 20 - 25 hours per week.

Use of personal information

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the National VET Regulator the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Tuition Protection Service (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of VET Quality Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the Training manager if you wish to view your own records. Once the request has been approved the Training manager will arrange a time for you to view your own records. You must view your records at the College, and you cannot take records away from the College.

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Date created: February 2021	Date implemented: July 2021	Date reviewed: July 2022	Responsible by: CEO
Techie International College Pty Ltd	CRICOS: 03815C RTO No: 45380	info@techie.edu.au	www.techie.edu.au

Student code of conduct

The purpose of the Student Code of conduct is to ensure that there is a peaceful and comfortable study and work environment at Techie International College for all students and staff. This Student Code of Behavior applies to all students at Techie International College across all courses.

Student rights:

All students have the right to:

- be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
- be free from all forms of intimidation.
- work in a safe, clean, orderly, and cooperative environment.
- have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse.
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).
- work and learn in a supportive environment without interference from others.
- express and share ideas and to ask questions.
- be treated with politeness and courteously at all times.

Student responsibilities:

- students will not engage in cheating or plagiarism or collusion.
- students will submit work when required.
- students will at all times meet the requirements, terms, and conditions in the student agreement
- students will maintain consistent attendance by attending all required classes and assessments.
- Students will undertake all reasonable efforts to maintain satisfactory course progress.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

1. A member of the College staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file. (Step 1)
2. Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file. (Step 2)
3. Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)

After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn, and the student will be sent a student deferral, suspension, or cancellation warning letter.

Failure to attend scheduled meetings may result in the College deciding to defer, suspend or cancel a student's enrolment.

If the College intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the College. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

At any stage of this procedure students are able to access the College's complaints and appeals procedure to settle any disputes that may arise.

Issuance of Certificates

The issuance of certificates will be done in accordance with Techie International College's Issuing Certificate Policy and Procedure. Processing will normally take twenty (20) working days, provided all paperwork and fees are cleared.

Work Health and Safety (WHS) /Occupational Health and Safety (OHS) and other Legislative Requirements

Techie International College is committed to providing a healthy and safe workplace and to eliminate conditions and incidents that could result in personal injury or ill health. We have policies and procedures that promote a safe and harmonious studying environment, and which meet the various statutory compliances.

In summary, under our WHS/OHS Policy, students are:

- required to take reasonable care of themselves and others in the college.
- have a responsibility to co-operate with all health and safety provisions.
- have a responsibility to comply with relevant WHS/OHS management
- system policies, procedures and programs, as appropriate
- must not bypass or misuse systems or equipment provided for WHS/OHS purposes
- are required to carry a student identification card at all times while on of Techie International College premises

For more details on WHS/OHS, please refer to Techie International College's Compliance with Legislation Policy and Procedure. The document also includes policies and procedures on:

- Anti- Discrimination
- Emergency
- Environment
- Privacy
- Bullying

Contact

T: +61 422 647 275
E: info@techie.edu.au
W: www.techie.edu.au



TECHIE
INTERNATIONAL COLLEGE
RTO CODE 45380 • CRICOS CODE 03815C

Techie International College

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