MELBOURNE TRADES COLLEGE

Student Handbook 2026/2027

Exceed Ventures Pty Ltd t/a Melbourne Trades College

RTO ID: 45934 CRICOS Code: 04077B

Address: 73 Ashley Street, Braybrook, Victoria-3019, Australia.

Website: www.melbournetradescollege.vic.edu.au

Email: info@melbtc.vic.edu.au

Phone: 03 7066 5255

Welcome to Melbourne Trades College:

A message from the Chief Executive Officer

I would like to welcome all potential and prospective students to Melbourne Trades College.

Melbourne Trades College, as the name suggests is a Melbourne based Registered Training Organisation which provides potential students an opportunity to study and live in one of the most liveable cities of the world.

We aspire to offer affordable and high-quality education and training that leads to a vocational career outcome in automotive. Our professional approach to delivery and assessment supports the college's Vision and Mission Statements.

Though MTC, I would like to share my automotive industry experience of more than 10 years by offering courses that have been tailor made to provide in-depth knowledge in automotive mechanical technology, which includes equal emphasis on theoretical and practical aspects of automotive mechanical technology and interdisciplinary problem-solving skills.

Melbourne Trades College automotive courses offer students a well-equipped, modern facility, a fleet of late model vehicles, and an extensive hands-on training that gives the students the chance to use the latest equipment that is used currently to diagnose and repair vehicles.

I encourage students to join our courses at MTC and make the most of the highly qualified and trained staff in the automotive field, while providing students with an excellent knowledge base for a bright future.

CEO
Exceed Ventures Pty Ltd t/a Melbourne Trades College

This student handbook is a detailed informative guide to help students and their families to gain a clear insight into the course delivered at Melbourne Trades College and assist with making our student's time in Australia a truly memorable experience

About Melbourne Trades College

Exceed Ventures Pty Ltd t/a Melbourne Trades College is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia. Melbourne Trades College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students. We are focussed on providing quality vocational training, enabling students to advance their career by attaining their training and educational goals.

At Melbourne Trades College, we understand the aspirations of our students, and have focused our philosophy on imparting premium quality education. The institution caters to the needs of students in the field of vocational education. We aim to support students to achieve their lifelong educational and career goals by offering vocational courses, all of which are accredited by the Australian Government.

We endeavour to apply best practice in training and assessment, with a dedicated team of qualified trainers and administration staff with experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing Melbourne Trades College as their pathway to success.

If there are any queries about Melbourne Trades College and our courses, please feel free to contact us via phone, email or visit Melbourne Trades College. The contact details are listed below.

Address:
Campus Location

73 Ashley Street, Braybrook, Victoria, 3019

Automotive & Solid Plastering workshops

73 Ashley Street, Braybrook, Victoria 3019

4-64 Macaulay Street, Williamstown, Victoria 3016

99-101 Davies Avenue, Sunshine North, VIC 3020

Contact Information

Tel: 03 7066 5255

Email: info@melbtc.vic.edu.au
Web: www.melbournetradescollege.vic.edu.au

Our objectives

- Students will have the fundamental technical knowledge and develop core competency in a demand driven automotive technician industry.

- Students will be capable of building their own career upon a solid foundation of knowledge to solve automobile problems based on interdisciplinary approach and a strong sense of responsibility to serve their profession and society ethically

- Students will have effective problem solving and decision-making skills by understanding contemporary issues, and by contributing to their overall personality and career development.

Our Vision
Melbourne Trades College aims to offer courses that are designed to offer students the skills and attributes to fill the knowledge gap in critical areas of a continuously changing global standards of the automotive sector

Our Mission
Our mission at Melbourne Trades College is to turn our students into qualified technicians through a comprehensive training in our Automotive technology programs that balance formal classroom education with extensive practical workshop experience. Melbourne Trades College prepares students with the necessary knowledge and skill set to inspect, maintain, diagnose and repair light motor vehicles. Students will also use the latest mechanical equipment and work with electronic components while maintaining their skills with traditional hand tools, while undertaking hands-on practice in a real-life workshop environment.

Living in Australia

Australia
Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and a vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.
There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA but has a population of approximately only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. Melbourne Trades College takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slangs and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, Gurudwara and synagogues are located in most major cities.

Healthcare

Australia has a particularly good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.).

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (refer to student visa obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets.

Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés, and Aussie pubs. For those who like takeaway, most of the major global fast-food chains are well represented.

Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines.

Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, the visitor must carry a translation with the permit. An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

For example, as per the new regulations, in state Victoria (includes Melbourne), International students can use their overseas licence for the first six months of living in Victoria (after that, students will need Victorian licence instead). This rule has been applicable from 29th October 2019. Hence, Students need to have Victorian licence to be able to drive in Victoria.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Uber

Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers

Telephones and Wi-Fi connections

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.

Internet data: Free Wi-Fi, non-connections (paid) are available at majority of the places in and around Melbourne.

For example-Airport, few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls, video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students. Lowest pre-paid Sims and plan costs around 12-15 dollars. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plans with less internet and overseas calling minutes.

However, there are many providers like Vodafone which give student discounts.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered. For more information on living in Australia, costs, visit https://www.studyaustralia.gov.au/.

Travel

During the term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.

Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks, and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured $1 and $2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable mealtimes are in relation to your studies and other commitments. There are different types of home stay arrangements:

Cost: $235 to $325 per week

Full Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some home stay providers may even do your laundry.

Cost: A$110.00 - A$270.00 per week

Half Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A$ 80.00 - A$ 100.00 per week

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises).

You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A$185.00 - A$440.00 per week (unfurnished)

Useful internet sites for student housing are:

https://homestaydirect.com.au/

http://gumtree.com.au

http://flatmatefinders.com.au

http://www.studymelbourne.vic.gov.au

Useful rental accommodation websites are:

www.realestate.com.au

www.domain.com.au

Living in Melbourne

Melbourne

Melbourne is the capital city of Victoria with a population of over 4 million people. It is Australia's second largest city.

The city offers wonderful experiences, a great climate, friendly people and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.

One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. "Melbourne has been crowned as the world's second most liveable city in the world by Economist Intelligence Unit's Global Liveability Survey 2019. "

Climate

Melbourne has a temperate climate with four distinct seasons:

- **Winter (June - August)**
  Temperatures range from 5-15°C
- **Spring (September - November)**
  Temperatures range from 17-22°C
- **Summer (December - February)**
  Temperatures can rise above 35°C
- **Autumn (March - May)**
  Temperatures range from 17-24°C

Events and Entertainment

Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open, the Spring Racing Carnival,

Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and
the Melbourne Fringe Festival, Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade.

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Study

Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is best student city in the country and an ideal place to study for students.

Transport

Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe and are available 24 hours a day.

Useful Websites
www.ptv.vic.gov.au
www.studymelbourne.vic.gov.au
https://www.studyaustralia.gov.au/

Services and Facilities

Melbourne Trades College is committed to the success of its international students. Melbourne Trades College offers a wide range of support services for students throughout their studies.

Orientation Sessions

Many students find life in Australia quite different from life in their home country, so Melbourne Trades College organises orientation day to help students become familiar with Australian culture and customs and to introduce students to its services.

All students are required to attend an orientation information session. This session details many aspects of living and studying in Australia and introduces students to study and life in Australia.

Orientation sessions include information about enrolment, facilities and services available, Australian culture and customs, safety in Melbourne, support provided to students to adjust to study and life in Australia. Orientation sessions are a great way of meeting other students. More information on the topic covered during Orientation is provided in the handbook.

Cost of Living

Australia provides good quality and affordable accommodation. Students will need $21, 041per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing, and books.

- **Hostels and Guesthouses** - $90 to $150 per week
- **Shared Rental** - $95 to $215 per week
- **Homestay** - $235 to $325 per week
- **Rental** - $185 to $440 per week

Other living expenses

- **Groceries and eating out** - $140 to $280 per week
- **Gas, electricity** - $10 to $20 per week
- **Phone and Internet** - $15 to $30 per week
- **Public transport** - $30 to $60 per week
- **Car (after purchase)** - $150 to $260 per week
- **Entertainment** - $80 to $150 per week

Student Banking

International Students can open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

ANZ Bank:

http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/

Commonwealth Bank of Australia:
https://www.commbank.com.au/personal/can/moving-to-australia.html

Westpac Bank:
http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/

National Australia Bank (NAB):
https://www.nab.com.au/personal/travel-and-overseas-banking/open-account-from-overseas

Further information may be sourced at 'Studies in Australia':
http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia

Education and Childcare
Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

- https://www.studyaustralia.gov.au/
- Find an Early Childhood Service or School: http://www.education.vic.gov.au/findaservice/home.aspx

Why Study at Melbourne Trades College?

Better Career Outcomes

Melbourne Trades College 's government accredited, and internationally recognised courses will help you achieve your career goals.
** Melbourne Trades College does not guarantee any job or employment outcomes.*

Experienced Staff

Melbourne Trades College employs experienced, industry-aware teaching staffs who are committed to promoting a culture of learning, achievement and ambition. Many teaching staff also work actively in the fields they teach, are aware of changes in market forces across all industries and are quick to reflect such development in their classes.

VET Qualification

Vocational Educational and Training is a distinctive style of learning. It teaches practical, trade relevant skills that are highly prized by employers. Assessment is based on achieving competency levels. Adheres to the Standards for NVR Registered Training Organisation.

1. Melbourne Trades College provides quality training and assessment across all of its operations.

2. Melbourne Trades College adheres to principles of access antiquity to maximise outcomes for clients.

3. Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which Melbourne Trades College operates.

Student Service Focus

Staff at Melbourne Trades College understands the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them to feel at home. We regularly consult with students to gather feedback on their experience at Melbourne Trades College and continuously develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.

Registration

Melbourne Trades College is a Registered Training Organisation (RTO) under the national regulator for Australia's vocational

education and training sector, ASQA (The Australian skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met. Melbourne Trades College meets all the requirements for registration and adheres to the VET Quality Framework that comprises the Standards for NVR Registered Training and the Australian Qualification Framework (AQF). These standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. Melbourne Trades College is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students.

ESOS, National Code and CRICOS

Australia has a reputation of a safe, progressive and dynamic place to study, and we maintain the reputation by providing quality education to overseas students. The Education Services for overseas Students (ESOS) act 2000 and associated legislation such as the National Code 2018 is the legal framework governing the responsibility of education institutions towards overseas students. The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

Pathways

Graduates of Melbourne Trades College may seek credits to the relevant degree programs in Australian universities. Melbourne Trades College has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Enrolment Information

This Students handbook has been developed to provide prospective students with important information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, admission procedures at Melbourne Trades College, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at Melbourne Trades College.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact Melbourne Trades College and talk to one of our friendly, informed staff members if they are unsure about any information included in this handbook or have any questions.

Students must complete the student's application form and Pre-Training Review form (provided with the application form) and send the completed forms along with all the relevant documents and the Application fee to Melbourne Trades College. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.melbournetradescollege.vic.edu.au.

Melbourne Trades College will assess the learner's needs by conducting Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill up the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR interview to verify the answers provided by the students. Melbourne Trades College may also verify evidence provided by you of your IELTS /equivalent test score and secondary school certificate.

Melbourne Trades College will issue Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the written student's agreement and send it to Melbourne Trades College. Melbourne Trades College will not accept any course fees without a written student agreement.

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at Melbourne Trades College are required to undertake LLN Test

prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot-under the supervision of qualified LLN assessor.

Students for each course will be selected in a manner that reflects Melbourne Trades College 's access and equity principles. Completion of the student's application form does not imply that Melbourne Trades College will make an offer to you. You will also be notified if you do not meet the entry requirements.

Once the completed written students' agreement and the fee is received (and cleared by the bank) Melbourne Trades College will issue a confirmation of Enrolment (COE) with a condition that you must take LLN test before the course commencement.

Please refer to Enrolment Policy and Procedure for a detailed information on Enrolment.
It is available on the website under Forms and Policies.

Courses Offered

Course Code and Name	CRICOS Course Code	Duration (weeks including holiday breaks)	Study Period (weeks)	Total tuition fee (AUD)	Total material fee	Application fees	Total Course Fee
CPC31020 Certificate III in Solid Plastering	119928H	52 weeks	42 weeks	$12000	$2250	$250	$14500
AUR30620 Certificate III in Light Vehicle Mechanical Technology	111620D	61 weeks	51 weeks	$18,250	$1200	$250	$19700
AUR30320 Certificate III in Automotive Electrical Technology	114054E	71 weeks	61 weeks	$18,250	$1200	$250	$19700
AUR31520 Certificate III in Automotive Diesel Engine Technology	114055D	72 weeks	62 weeks	$18,250	$1200	$250	$19700
AUR40226 Certificate IV in Automotive Mechanical Diagnosis	120348G	34 weeks	30 weeks	$10250	$1200	$250	$11700
AUR50126 Diploma of Automotive Management	120401G	52 weeks	43 weeks	$12500	$500	$250	$13500

Note: Details of course information can be obtained from the student handbook or by visiting our website: www.melbournetradescollege.vic.edu.au or contact student's administration.
Delivery Mode: Classroom based Face to Face theory learning and practical training at our Automotive & plastering workshop
Delivery Location
For Classroom based Face to Face theory learning: 73 Ashley Street, Braybrook, Victoria - 3019
For Practical training at Automotive: 73 Ashley Street, Braybrook, Victoria – 3019, 4/64 Macaulay Street, Williamstown, Victoria - 3016
For Practical training at Solid Plastering Workshop: 99-101 Davies Avenue, Sunshine North, VIC 3020

Please Note: Students are required to attend a minimum 20 scheduled course contact hours per week and Self Study.

Material fee will include safety boots (steel cap), workshop uniform (workshop overalls) and other PPE's including protective glasses, mechanic gloves, basic tool kit, LED inspection light and a mini First Aid Kit. Additionally, this will include any handouts and printed materials.
Student must read the student handbook for courses prior to enrolment

Application fee is one-time fee payable at the admission to cover administration cost associated with enrolment and it is non-refundable fee in the event of student withdrawal. *Conditions apply. Refer to Fee payment and Refund Policy available on website.

Material fees include:

Melbourne Trades College will arrange and supply students workshop kit. This workshop kit will consist of
safety boots (steel cap), workshop uniform (workshop overalls) and other PPE's including protective glasses, mechanic gloves, basic tool kit, LED inspection light and a mini First Aid Kit. Additionally, this will include any handouts and printed materials.
Students undertaking automotive and solid plastering practical sessions must wear the workshop uniform for all Automotive & Solid Plastering workshops classes.

Course Information

CPC31020 – Certificate III in Solid Plastering

Course Code: CPC31020

CRICOS Course Code: 119928H

Course Duration: 52 weeks of delivery (42 weeks face to face and practical learning and 10 weeks' holiday breaks)

Total Course fees: $14500

Tuition Fees: $12000

Material Fee: $ $2250

Application Fee: $250

***Mode of study**: Blended- Classroom based Face to Face theory learning and practical training at Solid Plastering workshop **and** Structured Independent Learning*

Delivery Location:

For Classroom based Face to Face theory learning: 73 Ashley Street, Braybrook, Victoria 3019

For Practical training at Solid Plastering Workshop: 99-101 Davies Avenue, Sunshine North, VIC 3020

***Amount of Training:** 20 scheduled course contact hours per week and Structured Independent Learning.*

Course Description

This qualification provides a trade outcome in solid plastering for residential and commercial work. The qualification has core unit of competency requirements that cover common skills for the construction industry, as well as the specialist field of work, solid plastering. Solid plasterers apply plaster, cement and other mixtures to walls to create smooth or decorative finishes to interior walls and to render to exterior walls.

Course Structure

In order to achieve qualification CPC31020 Certificate III in Solid Plastering, students must complete following 20 units of competencies.

- 15 core unit, plus
- 5 elective units

Unit code	Unit Title	Core/ Elective	Pre-requisites required
CPCCCM2006	Apply basic levelling procedures	C	CPCCWHS2001 pre-requisite unit for the units with an asterisk (*).
CPCCCM2008*	Erect and dismantle restricted height scaffolding	C	
CPCCOM1012	Work effectively and sustainably in the construction industry	E	
CPCCOM1013	Plan and organise work	C	
CPCCOM1014	Conduct workplace communication	C	
CPCCOM1015	Carry out measurements and calculations	C	
CPCCOM2001*	Read and interpret plans and specifications	C	
CPCCSP2001*	Handle solid plastering materials	C	
CPCCSP2002*	Use solid plastering tools and equipment	C	
CPCCSP2003*	Prepare surfaces for plastering	C	
CPCCSP3001*	Apply float and render to straight and curved surfaces	C	
CPCCSP3002*	Apply set coats	C	
CPCCSP3003*	Apply trowelled texture coat finishes	C	
CPCCSP3004*	Restore and renovate solid plasterwork	C	
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	C	
BSBESB301	Investigate business opportunities	E	
BSBESB407	Manage finances for new business ventures	E	
CPCCCM2012*	Work safely at heights	C	
CPCCSP3006*	Install cast plaster blockwork and wall sheet panels	E	
CPCCCO2013*	Carry out concreting to simple forms	E	

The volume of learning for this qualification is 1234 hours. This comprises of:

Amount of Training

- 238 hours of face-to-face training in classroom
- 388 hours of practical training in Automotive & Solid Plastering workshops.

Assessment

- 73 hours of theory assessment.
- 141 hours of practical assessment.

Structured Independent Learning

- 404 hours of Structured Independent Learning

This will be delivered over 52 Weeks of course duration including 42 weeks delivery plus 10 Weeks holidays. Students will be required to attend a minimum of 20 hours per week of study to deliver the required 0volume of learning.

Assessment Methods

Knowledge questions and Practical demonstration in Plastering workshop.

Pathways

- **Vocational Pathways**

After achieving CPC31020 - Certificate III in Solid Plastering, individuals can progress to CPC40120 - Certificate IV in Building and Construction.

Employment/Career pathway

This qualification provides a pathway to work and perform a broad range of tasks in construction sector.

- **Possible job titles include:**

- Solid Plasterer
- Renderer

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, it does not imply any job guarantee or job role at the end of the course.
***Note**: Melbourne Trades College does not guarantee any employment outcomes with its programs.*

AUR30620-Certificate III in Light Vehicle Mechanical Technology

Course Code: AUR30620
CRICOS Course Code: 111620D
Course Duration: 61 weeks of delivery (51 weeks face to face and practical learning and 10 weeks' holiday breaks)
Total Course fees: $19700
Tuition Fees: $18250
Material Fee: $ $1200
Application Fee: $250

***Mode of study**: Blended- Classroom based Face to Face theory learning and practical training at Automotive **and** Structured Independent Learning*

Delivery Location:
For Classroom based Face to Face theory learning: 73 Ashley Street, Braybrook, Victoria 3019
For Practical training -Automotive: 73 Ashley Street, Braybrook, Victoria 3019
***Amount of Training:** 20 scheduled course contact hours per week and 4 hours Structured Independent Learning.*

Course Description

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

Course Structure

In order to achieve qualification AUR30620 Certificate III in Light Vehicle Mechanical Technology, students must complete following 36 units of competencies.

- 20 core unit, plus
- 16 elective units

Unit code	Unit Title	Core/ Elective	Pre-requisites required
AURASA102	Follow safe working practices in an automotive workplace	C	no pre-requisites for AUR30620
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	C	
AURTTK102	Use and maintain tools and equipment in an automotive workplace	C	
AURTTK001	Use and maintain measuring equipment in an automotive workplace	E	
AURAFA103	Communicate effectively in an automotive workplace	E	
AURTTA017	Carry out vehicle safety inspections	E	
AURTTA104	Carry out servicing operations	C	
AURTTE104	Inspect and service engines	C	
AURTTF101	Inspect and service petrol fuel systems	C	
AURTTJ011	Balance wheels and tyres	E	
AURLTJ113	Remove, inspect and refit light vehicle wheel and tyre assemblies	E	
AURLTJ102	Remove, inspect, repair and refit light vehicle tyres and tubes	E	
AURLTJ011	Select light vehicle wheels and tyres	E	
AURETR125	Test, charge and replace batteries and jump-start vehicles	C	
AURETR112	Test and repair basic electrical circuits	C	
AURETR006	Solder electrical wiring and circuits	E	
AURTTC001	Inspect and service cooling systems	E	
AURTTC103	Diagnose and repair cooling systems	C	
AURTTA118	Develop and carry out diagnostic test strategies	C	
AURLTE102	Diagnose and repair light vehicle engines	C	
AURETR132	Diagnose and repair automotive electrical systems	E	
AURLTD104	Diagnose and repair light vehicle steering systems	C	
AURETR129	Diagnose and repair charging systems	C	
AURTTD002	Inspect and service steering systems	E	
AURETR130	Diagnose and repair starting systems	C	
AURETR123	Diagnose and repair spark ignition engine management systems	C	
AURETR131	Diagnose and repair ignition systems	C	
AURTTD004	Inspect and service suspension systems	E	
AURLTD105	Diagnose and repair light vehicle suspension systems	C	
AURTTB101	Inspect and service braking systems	C	
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems	C	
AURTTB015	Assemble and fit braking system components	E	

AURTTX102	Inspect and service manual transmissions	E	
AURTTX103	Inspect and service automatic transmissions	E	
AURLTZ101	Diagnose and repair light vehicle emission control systems	C	
AURTTZ102	Diagnose and repair exhaust systems	E	

The volume of learning for this qualification is 1224 hours. This comprises of:

Amount of Training

- 210 hours of face-to-face training in classroom
- 208 hours of practical training in Automotive workshops.

Assessment

- 176 hours of theory assessment.
- 426 hours of practical assessment.

Structured Independent Learning

- 204 hours of Structured Independent Learning

This will be delivered over 61 Weeks of course duration including 51 weeks delivery plus 10 Weeks holidays. Students will be required to attend a minimum of 20 hours per week of study to deliver the required 0volume of learning.

Assessment Methods

Knowledge questions and Practical demonstration in Automotive workshops.

Pathways

- **Vocational Pathways**

After achieving AUR30620 - Certificate III in Light Vehicle Mechanical Technology, individuals can progress to AUR40226 - Certificate IV in Automotive Mechanical Diagnosis.

Employment/Career pathway

This qualification provides a pathway to work and perform a broad range of tasks in the automotive retail, service and repair industry on a variety of light vehicles.

- **Possible job titles include:**

- Automotive Heavy Diesel Fuel Technician
- Diesel Engine Technician
- Drivetrain Repair Technician
- Elevating Work Platform Technician
- Forklift Technician
- Heavy Commercial Trailer Technician
- Heavy Commercial Vehicle Technician
- Light Vehicle Mechanical Technician
- Mobile Plant Technician
- Motorcycle Repair Technician

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, it does not imply any job guarantee or job role at the end of the course.

***Note**: Melbourne Trades College does not guarantee any employment outcomes with its programs.*

AUR30320-Certificate III in Automotive Electrical Technology

Course Code: AUR30320

CRICOS Course Code: 114054E

Course Duration: 71 weeks of delivery (61 weeks face to face and practical learning and 10 weeks' holiday breaks)

Total Course fees: $19700

Tuition Fees: $18250

Material Fee: $ $1200

Application Fee: $250

***Mode of study**: Blended- Classroom based Face to Face theory learning and practical training at Automotive*

Delivery Location:

For Classroom based Face to Face theory learning: 73 Ashley Street, Braybrook, Victoria 3019

For Practical training -Automotive: 73 Ashley Street, Braybrook, Victoria 3019

***Amount of Training:** 20 scheduled course contact hours per week.*

Course Description

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

Course Structure

In order to achieve qualification AUR30320 Certificate III in Automotive Electrical Technology, students must complete the following 32 units of competencies.

- 21 core unit, plus
- 11 elective units

Unit code	Unit Title	Core/ Elective	Pre-requisites required
AURASA102	Follow safe working practices in an automotive workplace	C	no pre-requisites for AUR30320
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	C	
AURTTK102	Use and maintain tools and equipment in an automotive workplace	E	
AURETK002	Use and maintain electrical test equipment in an automotive workplace	C	
AURAFA103	Communicate effectively in an automotive workplace	E	
AURTTA017	Carry out vehicle safety inspections	E	
AURTTA104	Carry out servicing operations	E	
AURTTE104	Inspect and service engines	C	
AURTTA118	Develop and carry out diagnostic test strategies	C	
AURETR125	Test, charge and replace batteries and jump-start vehicles	C	
AURETR112	Test and repair basic electrical circuits	C	
AURETR129	Diagnose and repair charging systems	C	
AURETR130	Diagnose and repair starting systems	C	
AURETR013	Inspect, test and service charging systems	E	
AURETR014	Inspect, test and service starting systems	E	
AURETR128	Diagnose and repair instruments and warning systems	C	
AURETR131	Diagnose and repair ignition systems	C	
AURLTD104	Diagnose and repair light vehicle steering systems	E	
AURLTD105	Diagnose and repair light vehicle suspension systems	E	
AURTTB101	Inspect and service braking systems	E	
AURTTC103	Diagnose and repair cooling system	E	
AURETR132	Diagnose and repair Automotive electrical Systems	C	
AURETR135	Apply knowledge of petrol and diesel engine operation	C	
AURLTE102	Diagnose and repair light vehicle engines	E	
AURETR123	Diagnose and repair spark ignition engine management systems	C	
AURETR124	Diagnose and repair compression ignition engine management systems	C	
AURETR006	Solder electrical wiring and circuits	C	
AURETR007	Apply knowledge of automotive electrical circuits and wiring systems	C	
AURETR009	Install vehicle lighting and wiring systems	C	
AURETR010	Repair wiring harnesses and looms	C	
AURETR027	Install ancillary electronic systems and components	C	
AURETR143	Diagnose and repair electronic body management systems	C	

The volume of learning for this qualification is 1220 hours. This comprises of:

Amount of Training

- 238 hours of face-to-face training in classroom
- 236 hours of practical training in Automotive workshops.

Assessment

- 198 hours of theory assessment.
- 548 hours of practical assessment.

This will be delivered over 71 Weeks of course duration including 61 weeks delivery plus 10 Weeks holidays. Students will be required to attend a minimum of 20 hours per week of study to deliver the required volume of learning.

Assessment Methods

Knowledge questions and Practical demonstration in Automotive workshops.

Pathways

- **Vocational Pathways**

After achieving AUR30320 - Certificate III in Automotive Electrical Technology, individuals can progress to AUR40226 - Certificate IV in Automotive Mechanical Diagnosis.

Employment/Career pathway

This qualification provides a pathway to work and perform a broad range of tasks in the automotive retail, service and repair industry on a variety of light vehicles.

- **Possible job titles include:**

  - Automotive Electrician
  - Automotive Electrical Technician
  - Automotive Electrical Diagnostic Technician

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, it does not imply any job guarantee or job role at the end of the course.
***Note**: Melbourne Trades College does not guarantee any employment outcomes with its programs.*

AUR31520 - Certificate III in Automotive Diesel Engine Technology

Course Code: AUR31520
CRICOS Course Code: 114055D
Course Duration: 72 weeks of delivery (62 weeks face to face and practical learning and 10 weeks' holiday breaks)
Total Course fees: $19700
Tuition Fees: $18250
Material Fee: $1200
Application Fee: $250

***Mode of study**: Blended- Classroom based Face to Face theory learning and practical training at Automotive workshop.*

Delivery Location:

For Classroom based Face to Face theory learning: 73 Ashley Street, Braybrook, Victoria 3019

For Practical training -73 Ashley Street, Braybrook, Victoria 3019, 4-64 Macaulay Street, Williamstown, Victoria 3016

Amount of Training: *20 scheduled course contact hours per week.*

Course Description

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

Course Structure

In order to achieve qualification AUR31520 Certificate III in Automotive Diesel Engine Technology, student must complete following 28 units of competencies.

- 14 core unit, plus
- 14 elective units

Unit code	Unit Title	Core/ Elective	Pre-requisites required
AURASA102	Follow safe working practices in an automotive workplace	C	no pre-requisites for AUR31520
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	C	
AURTTK102	Use and maintain tools and equipment in an automotive workplace	C	
AURTTK001	Use and maintain measuring equipment in an automotive workplace	C	
AURAFA103	Communicate effectively in an automotive workplace	E	
AURTTA017	Carry out vehicle safety inspections	E	
AURTTA104	Carry out servicing operations	C	
AURTTE104	Inspect and service engines	C	
AURTTA118	Develop and carry out diagnostic test strategies	C	
AURTTA009	Carry out mechanical pre-repair operations	E	
AURETR125	Test, charge and replace batteries and jump-start vehicles	C	
AURETR112	Test and repair basic electrical circuits	C	
AURETR129	Diagnose and repair charging systems	E	
AURETR130	Diagnose and repair starting systems	E	
AURETR132	Diagnose and repair automotive electrical systems	E	
AURETR128	Diagnose and repair instruments and warning systems	E	
AURAMA001	Work Effectively with Others In an automotive Workplace	E	
AURLTD105	Diagnose and repair light vehicle suspension systems	E	
AURTTA105	Select and use bearings, seals, gaskets, sealants and adhesives	E	
AURHTE102	Diagnose and repair heavy vehicle compression ignition engines	C	
AURTTF105	Diagnose and repair engine forced-induction systems	E	
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems	E	
AURTTB015	Assemble and fit braking system components	E	
AURTTF102	Inspect and service diesel fuel injection systems	E	
AURHTF102	Diagnose and repair heavy vehicle diesel fuel injection systems	C	
AURTTM008	Dismantle and evaluate engine blocks and sub-assemblies	C	
AURTTM011	Recondition engine cylinder heads	C	
AURTTM004	Assemble engine blocks and sub-assemblies	C	

The volume of learning for this qualification is 1240 hours. This comprises of:

Amount of Training

- 246 hours of face-to-face training in classroom
- 234 hours of practical training in Automotive workshops.

Assessment

- 178 hours of theory assessment.
- 582 hours of practical assessment.

This will be delivered over 72 Weeks of course duration including 62 weeks delivery plus 10 Weeks holidays. Students will be required to attend a minimum of 20 hours per week of study to deliver the required volume of learning.

Assessment Methods

Knowledge questions and Practical demonstration in Automotive workshops.

Pathways

- **Vocational Pathways**

After achieving AUR31520 Certificate III in Automotive Diesel Engine Technology, individuals can progress to AUR40226 - Certificate IV in Automotive Mechanical Diagnosis.

Employment/Career pathway

This qualification provides a pathway to work and perform a broad range of tasks in the automotive retail, service and repair industry on a variety of light vehicles.

- **Possible job titles include:**

  - Automotive Heavy Diesel Fuel Technician
  - Diesel Engine Technician

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, it does not imply any job guarantee or job role at the end of the course.
***Note**: Melbourne Trades College does not guarantee any employment outcomes with its programs.*

AUR40226 - Certificate IV in Automotive Mechanical Diagnosis

Course Code: AUR40226
CRICOS Course Code: 120348G
Duration: 34 weeks of delivery (30 weeks face to face and practical learning and 4 weeks holiday breaks)
Total Course Fees: $11700
Tuition Fees: $10250
Material Fee: $ $1200
Application Fee: $250
Mode of study: Blended- Classroom based Face to Face theory learning and practical training at Automotive workshops and *Structured Independent Learning*

Delivery Location:
For Classroom based Face to Face theory learning: 73 Ashley Street, Braybrook, Victoria 3019
For Practical training -Automotive workshops: 73 Ashley Street, Braybrook, Victoria 3019
***Amount of Training:** 20 scheduled course contact hours per week and 4 hours of Structured Independent Learning.*

Course Description

This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.

Course Structure

In order to achieve qualification AUR40226 Certificate IV in Automotive Mechanical Diagnosis, students must complete following 10 unit of competencies.

• 1 core unit, plus

• 9 elective unit

Pre-requisites

To undertake the Certificate IV in Automotive Mechanical Diagnosis, a prospective student must have completed an automotive mechanical Certificate III qualification or be able to demonstrate equivalent competency.

Unit code	Unit Title	Core/ Elective	Pre-requisites required
AURTTA121	Diagnose complex system faults	C	Automotive mechanical Certificate III qualification or be able to demonstrate equivalent competency
AURLTE104	Diagnose complex faults in light vehicle petrol engines	E	
AURLTE105	Diagnose complex faults in light vehicle diesel engines	E	
AURTTR101	Diagnose complex faults in engine management systems	E	
AURTTA125	Diagnose complex faults in stability control systems	E	
AURTTR101	Diagnose complex faults in engine management systems	E	
AURLTB104	Diagnose complex faults in light vehicle braking systems	E	
AURETR010	Repair wiring harnesses and looms	E	
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	E	
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	E	
AURETR137	Diagnose complex faults in light vehicle safety systems	E	

The volume of learning for the qualification is 720 hours. This comprises of:

Amount of Training

- 160 hours of face-to-face training in classroom.
- 120 hours of practical training in Automotive workshops.

Assessment

- 80 hours for theory assessment.
- 240 hours of practical assessment.

Structured Independent Learning

- 120 hours of structured Independent Learning

This will be delivered over 34 Weeks of course duration including 30 weeks delivery plus 4 Weeks holidays. Students will be required to attend a minimum of 20 hours per week of study to deliver the required volume of learning.

Assessment Methods

Knowledge questions and Practical demonstration in Automotive workshops.

Pathways

- **Vocational Pathways**

After achieving AUR40226 Certificate IV in Automotive Mechanical Diagnosis, individuals can progress to AUR50126 Diploma of Automotive Management.

- **Employment/Career pathway**

This qualification provides a pathway to work and perform advanced diagnostic tasks in the automotive retail, service and repair industry.

Possible job titles include:
- Automotive Heavy Vehicle Master Technician
- Automotive Master Technician
- Automotive Mechanical Overhaul Technician
- Performance Vehicle Technician

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, it does not imply any job guarantee or job role at the end of the course.

Note: *Melbourne Trades College does not guarantee any employment outcomes with its programs.*

AUR50126 Diploma of Automotive Management

Course Code: AUR50126
CRICOS Course Code: 120401G
Duration: 52 weeks of delivery (43 weeks face to face and practical learning and 9 weeks' holiday breaks)
Total Course Fees: $14500
Tuition Fees: $12500
Material Fee: $500
Application Fee: $250

Mode of study: Blended- Classroom based Face to Face theory learning and Structured Independent Learning
Delivery Location:
For Classroom based Face to Face theory learning: 73 Ashley Street Braybrook, Melbourne, Victoria, 3019
Amount of Training: *20 scheduled course contact hours per week and 8 hours Structured Independent Learning.*

Course Description

This qualification reflects the role of individuals who undertake leadership and management roles in the automotive industry. It is suitable for entry into senior management roles in all sectors of the automotive industry.

Course Structure

In order to achieve qualification AUR50116 Diploma of Automotive Management, a student must complete the following 12 unit of competencies.

• 6 core unit, plus
• 6 elective unit

Unit code	Unit Title	Core/ Elective	Pre-requisites required
AURAEA004	Manage environmental and sustainability best practice in an automotive workplace	C	No pre-requisites for AUR50126
BSBWHS521	Ensure a safe workplace for a work area	C	
BSBOPS505	Manage organisational customer service	E	
AURAMA005	Manage complex customer issues in an automotive workplace	C	
AURAMA006	Contribute to planning and implementing business improvement in an automotive workplace	C	
BSBHRM413	Support the learning and development of teams and individuals	E	
BSBSTR501	Establish innovative work environments	E	
BSBPEF501	Manage personal and professional development	E	
BSBHRM415	Coordinate recruitment and onboarding	E	
BSBFIN501	Manage budgets and financial plans	C	
BSBOPS502	Manage Operational plans	E	
BSBLDR522	Manage people performance	C	

The volume of learning for the qualification is 1204 hours. This comprises of:

Amount of Training (670 hours)

- 670 hours of face-to-face training in classroom / workshop.

Assessment

- 190 hours of assessment.

Structured Independent Learning

- 344 hours of Self study

This will be delivered over 52 Weeks of course duration including 43 weeks delivery plus 9 Weeks holidays. Students will be required to attend a minimum of 20 hours per week of study to deliver the required volume of learning.

Assessment Methods

Knowledge questions, projects, report, presentations, and some practical demonstration in the classroom / workshop.

Pathways

- **Vocational Pathways**

After achieving AUR50126 Diploma of Automotive Management, individuals can progress to AUR50216 Diploma of Automotive Technology.

- **Employment/Career pathway**

This qualification provides a pathway to work in perform advanced diagnostic tasks in the automotive retail, service, and repair industry.

Possible job titles include:

- Workshop Manager
- Business Owner
- Automotive Warehouse Manager
- Dealership Manager

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, it does not imply any job guarantee or job role at the end of the course.

Note: *Melbourne Trades College does not guarantee any employment outcomes with its programs.*

Entry Requirements

All students are required to meet following requirements in order to be accepted into Melbourne Trades College courses.

Enrolment Information

- A completed application form and signed agreement
- Identification documents, one of which is a photo of the student such as a driver's license.

English Language Requirements for International students:

International students applying for this course either off-shore or on-shore will require:

I. Either a minimum IELTS test score of 6.0 or equivalent for direct entry into a VET course.
or,
IELTS score of 5.5 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course.
or,
IELTS score of 5.0 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course.

Note: Results older than two years are not acceptable.

II. evidence that the prospective student is a citizen and holds a passport from UK, USA, Canada, NZ or Republic of Ireland.
III. evidence that the prospective student has completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
IV. to provide evidence that, within two years** of their signed written agreement date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.
V. Melbourne Trades college also accepts Oxford placement test scores of 71 and higher for international students. Score Guide: Average test score of 71 or higher in Oxford Placement Test is equivalent to IELTS 6.0. The Oxford Placement Test may be offered to the applicant after the Enrolment Officer has conducted the Pre-Training Review and finds that the applicant has satisfactory English proficiency. Please refer to the Internal English Test Policy for more information.

Test evidence table:

The test mentioned below must be taken no more than two years* before you apply to study at Melbourne Trades College.

**The date when Melbourne Trades College receives the signed written agreement (either through email or in hand).

IELTS (General or Academic) overall	PTE Academic	TOEFL PBT	TOEFL IBT	CAE Scale	ELICOS (General English)
6.0	52	500	60	169	n/a
5.5	46	453	46	162	+ 10 weeks
5.0	41	417	35	154	+ 20 weeks

Academic requirement

For our Certificate III courses: To enter this course delivered at Melbourne Trades College, Applicants should have minimum completed Australian senior secondary school examination (year 11) or equivalent.
OR
Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learners will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

For AUR40226-Certificate IV in Automotive Mechanical Diagnosis: To enter into this course delivered at Melbourne Trades College, must have completed an automotive Certificate III qualification or be able to demonstrate equivalent competency.

For AUR50126 - Diploma of Automotive Management: To enter this course delivered at Melbourne Trades College, applicants should have the same academic requirements as for our Certificate III courses.

Language, Literacy and Numeracy test (LLN)

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at Melbourne Trades College are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.
LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of qualified LLN assessor.
All students are required to undertake a language, literacy, and numeracy (LLN) test according to the following qualification:

Qualifications	Performance Level
CPC31020 Certificate III in Solid Plastering	ACSF Level 3
AUR30620-Certificate III in Light Vehicle Mechanical Technology	ACSF Level 3

AUR30320 Certificate III in Automotive Electrical Technology	ACSF Level 3
AUR31520 Certificate III in Automotive Diesel Engine Technology	ACSF Level 3
AUR40226-Certificate IV in Automotive Mechanical Diagnosis	ACSF Level 3
AUR50126 Diploma of Automotive Management	ACSF Level 4

Students are required to achieve the expected level of performance level as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, LLN support* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level. However, if a student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application. A student failing to demonstrate this LLN level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

***LLN support**-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the college with ACSF Support Plan or students may also be asked to take further Language, literacy and numeracy training.
ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for students to achieve expected learning outcomes. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty and if a student's performance level is less than the required level. Support plan will be developed on an individual case-by-case basis.
Support plan can be created in areas namely:
1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication
If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact Melbourne Trades College to seek assistance or support in LLN. Refer to LLN policy for more details.
Students are requested to speak to the LLN Support officer to discuss the support measures that they might need. Melbourne Trades College will provide support at no additional cost.

Computer literacy requirement

All students enrolling into Melbourne Trades College programs must have basic computer skills. Students are required to fill in the questions related to computer and internet skills in the Pre-Training Review form attached along the application form.
Students who do not possess basic computing skills will be provided with basic computer using support. Students may contact Melbourne Trades College for any further information or assistance on PHONE: 03 7066 5255 or EMAIL us on: Info@melbtc.vic.edu.au

Minimum age requirement

Students must be above 18 years of age while filling up the application form

Pre-training Review

Melbourne Trades College will assess the learner's needs by conducting PTR. PTR will be conducted prior to enrolment to review student's current competencies, student needs, English level, and support* requirements including their oral communication

skills, in order to enroll them in the most appropriate course to achieve their intended outcomes. Applicants are required to fill in the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

*Refer to Melbourne Trades College's Student support and welfare policy for more information on the support services provided by the college.

The pre-training review ensures that Melbourne Trades College:

- understands student's reasons for undertaking the course
- ensures suitability of the training to students
- understands student's current competencies and therefore provides opportunities for these to be assessed
- Provides students with information necessary for them to make enrolment decision and to ensure that students reasons for undertaking qualification with Melbourne Trades College aligns with their previous experience in particular sector (If any), educational and career goals.
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- Provides relevant support required for the student to succeed in the course.

Enrolment officer will take information from the Application form and Pre-training review to identify the support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.

Guidelines for PTR-To be filled up by Students.

1. Students are required to fill up the PTR form which is included in the Application form as "Appendix 1" and read all the details of their course, policies and procedures of the College before filling up the answers. Information can be made available from the Student Handbook/Student Prospectus and/or website.
2. Students are required to answer the questions in a true and correct manner. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
3. Enrolment officer will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
   - **PTR Interview conducted via Telephone**-If PTR Interview is conducted via telephone, prior to conducting interview, Enrolment officer will check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
   - **PTR Interview conducted Face to Face-** During face-to-face PTR interview, prior to conducting interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.

   This discussion notes will be recorded in the "Summary of the Discussion" section by the Enrolment Officer (Office use).
4. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
   - if the student is aware of the policies, procedures, and other information necessary for the students.
   - if the student has received true and accurate information and if they are suitable to undertake the course/s.

5. **If students have not received sufficient information i.e.** are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at Melbourne Trades College, Enrolment officer will provide necessary information to the student required to make enrolment decision.
6. ***For example: If students have answered "No" or have not answered the questions in the PTR form,*** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at Melbourne Trades College.

7. While conducting PTR, Enrolment officer will take information from the Application form and Pre-training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.

8. At the final stage of the PTR, the Enrolment officer will fill up the pre-training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

   Enrolment officer will take holistic approach while assessing student's answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.
   Enrolment officer will have a thorough discussion with the student and will offer support or guidance if required.

Application Rejection

Student's Application will be rejected if:

- Student does not have appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student's educational goals, work/career goals and/or previous experience in that particular area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake this course successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

Enrolment officer will inform the student before cancelling and discuss reasons for cancellation.

Students are encouraged to contact Melbourne Trades College administration on PHONE: 03 7066 5255 or EMAIL us on: Info@melbtc.vic.edu.au to ask any doubts they may have.

Note: Melbourne Trades College does not:

- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by Melbourne Trades College.
- *claim any job guarantees or employment with its programs.*
- guarantee a successful education assessment outcome for the student or intending student.

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

If a student is granted with RPL or course credit, MELBOURNE TRADES COLLEGE will give a written record of the decision to the overseas student to accept and will retain the written record of acceptance and payment receipts for FIVE years after the overseas student ceases to be an accepted student.

If student is granted with RPL or course credit which will reduce overseas student's length course,

- Students will be informed of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (COE) is issued only for the reduced duration of the course.
- Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted after the overseas student visa is granted.

Students are requested to refer to "Course Credit and RPL policy" for more details available on the website.

Automotive workshops

Students undertaking AUR30620-Certificate III in Light Vehicle Mechanical Technology, AUR30320 Certificate III in Automotive Electrical Technology, AUR31520 Certificate III in Automotive Diesel Engine Technology and AUR40226-Certificate IV in Automotive Mechanical Diagnosis are required to participate in practical training as a part of completing these qualifications which will be delivered at Automotive & Solid Plastering workshops-73 Ashley Street, Braybrook, Victoria 3019, and 4-64 Macaulay Street, Williamstown, Victoria 3016 (For AUR31520 only). Along with practical training, students will also be required to participate in classroom-based theory learning which will be delivered on campus at :73 Ashley Street Braybrook, Melbourne, Victoria, 3019.

Solid Plastering Workshop

Students undertaking CPC31020 -Certificate III in Solid Plastering are required to participate in practical training as a part of completing these qualifications which will be delivered at Solid Plastering workshop: 99-101 Davies Avenue, Sunshine North, VIC 3020. students will also be required to participate in classroom-based theory learning which will be delivered on campus at :73 Ashley Street Braybrook, Melbourne, Victoria, 3019.

For any further enquiries, learners are requested to call Melbourne Trades College at PHONE: 03 7066 5255 or you can send us an email on EMAIL: info@melbtc.vic.edu.au

Materials and Equipment Required

Melbourne Trades College will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

Requirements of physical Abilities and tool and equipment provided for automotive courses will be as follows:

Physical fitness

Automotive and Solid Plastering courses: CPC31020 Certificate III in Solid Plastering, AUR30620-Certificate III in Light Vehicle Mechanical, AUR30320 Certificate III in Automotive Electrical Technology, AUR31520 Certificate III in Automotive Diesel Engine Technology and AUR40226-Certificate IV in Automotive Mechanical Diagnosis involve manual handling e.g. heavy lifting, moving part and tyres, so all students should be able to handle physical work required for this course.
In line with its access and equity policy, Melbourne Trades College will identify any such barriers presented by students during pre-training review before enrolment and will identify and provide required support and reasonable adjustment where possible.

Automotive and Solid Plastering Courses materials

Melbourne Trades College will arrange and supply students workshop kit This workshop kit will consist of
safety boots (steel cap), workshop uniform (workshop overalls) and other PPE's including protective glasses, mechanic gloves, basic tool kits, LED inspection light and a mini First Aid Kit. Additionally, this will include any handouts and printed materials.
Students undertaking automotive practical sessions must wear the workshop uniform for all Automotive & Solid Plastering workshops classes.

Pre-Requisites for Certificate IV in Automotive Mechanical Diagnosis

Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive Certificate III qualification or be able to demonstrate equivalent competency.

Note: For the courses mentioned above, Learners must be aware that Melbourne Trades College does not guarantee any job or employment outcomes.

Training and Assessment

Melbourne Trades College has training and assessment strategies and practices in place that ensures that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards that applies to Registered Training Organisations.

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments. Classroom assessment, practical demonstration in automotive & solid plastering workshop, project, reports are adopted by Melbourne Trades College and assessment practices aim to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace. Those being assessed are often referred to as students or learners.

In specific cases, where student support and special needs are identified, the method and timing of assessment can be adjusted. However, the requirements of the unit of competency including requirements of knowledge evidence and performance evidence will remain unchanged.
The adjustment will be applied to evidence gathering techniques and due dates of assessment without changing training package requirements and unit outcome requirements.

Melbourne Trades College ensures that all the assessments are valid, fair, reliable, authentic and flexible. Refer to Melbourne Trades College's Assessment policy for more information on Assessments available on Melbourne Trades College's website and can also be made available from reception.

Mode of Study and Delivery Approach

All courses at Melbourne Trades College have a blended mode of study i.e. Classroom and practical training. The classes will be delivered 20 hours a week which includes practical learning at the Automotive i.e. 73 Ashley Street, Braybrook, Victoria 3019 and 4-64 Macaulay Street, Williamstown, Victoria 3016 (For AUR31520 only), Solid Plastering workshop i.e. 99-101 Davies Avenue, Sunshine North, VIC 3020, and classroom training at the campus location i.e 73 Ashley Street Braybrook, Melbourne, Victoria, 3019.

Melbourne Trades College uses a range of delivery approaches to ensure its courses are delivered at highest standards.
Course delivery approaches includes Classroom lectures, Practical sessions involving small groups, individual and team activities and project use of simulated environment, assessment and project workgroup. During class time, Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups. Additionally, students will be introduced to a methodology of Flipped learning that supports trainers to prioritize active learning during class time by assigning students delivery material, presentations or other learning material to be viewed outside of class or at home.

The training delivery includes but is not limited to:

- Power point presentation on topics discussed during session.
- Role-play and case studies in the classroom to reinforce the required interpersonal skills for individual and group work.
- Context-related training activities in the classroom involving individuals, pairs and small group activities.
- Student resource workbooks and access to e-books and power point presentations to support training, independent reading and research projects.

Teacher to student ratio

To ensure quality delivery of training and assessment, amount of adequate support, Melbourne Trades College trainers to student ratio will not exceed 1:20 for theory classes while Automotive practical classes will be adjusted in smaller groups according to number of host and working space available at Automotive & Solid Plastering workshops.

College will not exceed the practical training ratio of 1:20 students when conducting training in the Automotive at 73 Ashley Street, Braybrook, Victoria – 3019 and 4-64 Macaulay Street, Williamstown, Victoria 3016 (For AUR31520 only), Solid Plastering workshop at 99-101 Davies Avenue, Sunshine North, VIC 3020.

Practical Demonstrations in Automotive & Solid plastering Workshop

During practical demonstration of skills in the automotive and construction workplace, learners will demonstrate skills including identifying service requirements from the job card, preparing equipment and workstation for the task, selecting the correct diagnostic procedure, carrying out the diagnosis and the repair, performing post-repair testing, and completing workplace processes and documentation operate as part of a working team fulfilling responsibilities and meeting performance criteria for each session.
For each session learners will be provided with the job cards one for each vehicle by the assessor. Learners will need to identity service requirements from the job card, customer instructions and workplace supervisor and diagnose and repair the vehicle and carry out post service test. Learners are required to be in clean and full workshop uniform, safety boots and they must have access to tool kit for their assessment. The assessor will be checking learner's uniform and safety boots that they have full PPE (personal protective equipment) as part of WHS requirements.

Melbourne Trades College ensures that the training delivered is to the standards of a real workplace environment and various facilities and equipment of Melbourne Trades College are accessible to students. A variety of training approaches will be implemented during the course of the qualification. Melbourne Trades College's trainers, where necessary will also represent the role of a real client and portray the workplace demands.

Course Assessment and Methods

Melbourne Trades College uses several methods of assessment to measure students' competency. Assessment methods used for in courses are knowledge questions, projects, reports, presentations and practical demonstration in the workshop.

Automotive/solid plastering and students: For Automotive and solid plastering Courses, assessment methods will be Knowledge questions/written test, Practical demonstrations in Automotive & Solid Plastering workshops and Multiple-Choice Questions. Students may also be required to participate in role play to demonstrate communication and leading skills.

Workplace documentation
For each unit of competency, there will be knowledge questions and scenarios related to the Operations which will include equipment, personal, standard organisational policies and procedures.

Facilities and equipment

Melbourne Trades College's Automotive at 73 Ashley Street, Braybrook, Victoria 3019 and 4-64 Macaulay Street, Williamstown, Victoria 3016 (For AUR31520 only), Solid Plastering workshop at 99-101 Davies Avenue, Sunshine North, VIC 3020, are fully equipped commercial Automotive & Solid Plastering workshops used for practical training.

People

Assessment includes case studies, practical demonstration where assessor and colleague students will play role of customer and stakeholders.
Students will be notified in advance of the time and form of assessment.

Assessment evidence: All assessment evidence submitted by students to complete assessment tasks for each unit of competency should meeting following rules of evidence and principles of assessment. All assignments will be marked in accordance with the principles of assessment and rules of evidence. (these can be found at ASQA, conduct effective assessment.)

Principles of Assessment

i. Fairness:
The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by Melbourne Trades College to consider the individual learner's needs.
Melbourne Trades College will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

ii. Flexibility:
Assessment is flexible to the individual learner by:
- reflecting the learner's needs
- assessing competencies held by the learner no matter how and where they have been acquired, and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

iii. Validity:
Any assessment decision of Melbourne Trades College Is justified, based on the evidence of performance of the individual learner. Validity requires:
- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
- assessment of knowledge and skills is integrated with their practical application.
- assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations
- Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

iv. Reliability:
Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

a) Validity
Evidence e.g. reports, answers, assignment are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.

b) Sufficiency
The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competence which means answers to assignments, questions, and reports should be elaborate and student should complete all tasks required by unit and assessment.

c) Authenticity
The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.

d) Currency
The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. This means student must provider answers, report and assignments which reflect latest information e.g. latest legislation, work process or software etc.

To view the Assessment Policy and Procedure, please visit www.melbournetradescollege.vic.edu.au.

Re-assessment

Learners unsuccessful at achieving competency at the first attempt will be given two further opportunities for re-assessment at a mutually agreed time and date (total 3 attempts including original). If a learner fails the re-assessment after three attempts, they will be advised to re-enrol in the unit.

The first two reassessment attempts will be free of cost; however, reassessment fee for the third reassessment will incur a fee of $300.
The unit repeat fee will be $300.
To view the Assessment Policy and Procedure, please visit www.melbournetradescollege.vic.edu.au.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or Not satisfactory (NS). After each assessment verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the trainer or Student support officer/Administration Officer and discuss the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either the Administration Manager and/or head of department. If students are still dissatisfied, student can appeal formally and in writing to have the results reviewed. For more information, refer to the Assessment Policy and the Complaints and Appeals Policy and Procedures. It is available on Melbourne Trades College 's website, or student's handbook or can seek assistance at the Reception.

Qualifications to be issued

Qualifications gained at Melbourne Trades College are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all outstanding fees have been paid in full. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.
Please contact Melbourne Trades College's Administration department for more details.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC). If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the Student's level of competence.

Plagiarism is unacceptable and each case of plagiarism shall be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

Inappropriate practices in the use of referencing, citations, quotations or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously:

- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.

- If students are engaged in such act for a second time, they may be suspended or expelled from the course.

- All work submitted must be an accurate reflection of the student's level of competence. The evidence used to make a decision at Melbourne Trades College about competence will be valid, sufficient, authentic and current.

More detailed information can be found on Plagiarism and Cheating Policy available on Melbourne Trades College's website and/or at the reception.

PLAGIARISM and CHEATING

Melbourne Trades College is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form is unacceptable and will be treated seriously by Melbourne Trades College. Students will be advised at the beginning of their course about the plagiarism policy and procedures, and the provisions in the College about cheating.

PLAGIARISM

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference.
- other students' work is copied or partly copied.
- other people's designs, codes or images are presented as the student's own work.
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.
- Lecture notes are reproduced without due acknowledgement.
- Plagiarism may take the form of similar work submitted by students who may have worked together

COLLUSION

Collusion means unauthorised collaboration on assessable written, oral or practical work with another person.

CHEATING

Cheating may include (but is not limited to):

- Someone copying from others work.
- Someone pretending that it is their own work

Consequences-Plagiarism and Cheating

Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

- Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.
- All assessment work submitted by a student will be assessed in accordance with its academic merit. If a student fails an assessment task because of the absence of appropriate citations and references it may be a consequence of the student failing to meet the stated criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of this policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of the Melbourne Trades College's commitment to academic integrity. Penalties may include resubmitting assessment work i.e. further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re enrolled in the unit which will incur payment of $300.

- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for reassessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Training Manager will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or Training Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at Melbourne Trades College, and a further penalty may be imposed.
- If trainer and/or Training Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at Melbourne Trades College, and a further penalty may be imposed. Kindly refer to Plagiarism and Cheating policy available on Melbourne Trades College's website and/or at the reception for more details.

CODE OF CONDUCT

Melbourne Trades College shall at all-times act with integrity in dealings with all students, staff and members of the community.

Melbourne Trades College shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and the Standards for Registered Training Organisations 2015, the Education Services for Overseas Students Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Commonwealth/State Legislation and regulatory requirements.

Melbourne Trades College's obligations to the student, including that Melbourne Trades College is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation"

Melbourne Trades College will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs
- Accuracy in representing the services provided and training product on scope of registration.
- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records. Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System.
- All employees, agents and representatives are familiar with and agree to comply with this code of conduct.
- Maintain quality training and to uphold the highest ethical standards.

Melbourne Trades College shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct.

All people involved at Melbourne Trades College must show respect and courtesy to others at all times. Every person at Melbourne Trades College has the same right to deliver or receive education in a safe, supportive environment.

STUDENT CODE OF CONDUCT

Each student at Melbourne Trades College must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Use English at all times to improve your language skills.
- Do not smoke or carry/consume alcohol on Melbourne Trades College property.

- Do not cheat on assessments, tests and exams
- Drugs are expressly forbidden from being brought into any of Melbourne Trades College premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the College. This disrupts the rights of other students to learn.
- Do not discriminate against any person associated with Melbourne Trades College because of race, religion, creed, nationality, sex, or any other individual difference. Every person at Melbourne Trades College has the same right as you, regardless of these differences.

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves.

General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity
- Refuse to leave a property after being reasonably requested to do so
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of Melbourne Trades College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Melbourne Trades College
- Contravenes any rules or acts.
- wilfully disobeys or disregards any lawful order or direction from Melbourne Trades College personnel
- refuses to identify him or herself when lawfully asked to do so by Melbourne Trades College staff
- fails to comply with any penalty imposed for breach of discipline.
- misbehaves in a class, meeting or other activity under the control or supervision of the Melbourne Trades College, or on Melbourne Trades College's premises or other premises to which the student has access as a student of Melbourne Trades College.
- fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of Melbourne Trades College or breaches any of Melbourne Trades College rules;
- harasses or intimidates another student, a member of staff, a visitor to the Melbourne Trades College or any other person while the student is engaged in study or other activity as a college /college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Melbourne Trades College premises while acting as Melbourne Trades College student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- Melbourne Trades College will issue the student with a written warning before taking any actions.
- Melbourne Trades College will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend or cancel their studies and have 20 working days to access Melbourne Trades College's complaints and appeals process prior to Melbourne Trades College taking action to suspend or cancel the student's enrolment.

Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on the identified equivalence in the content and learning outcomes between the matched qualifications. Such as:

1. Unit/module is the same i.e. same code and title

2. Unit/module has been reviewed and this results in minor changes to the unit/module code e.g. B to C. This indicates that the learning outcomes of the unit/module have remained the same.
3. Unit/module has been transferred from another training package/curriculum and recorded; however, the learning outcome remains the same.
4. If the course credit is given, the confirmation of enrolment (COE) issued for that student will indicate the actual net program duration (as reduced by course credit) for that program.
5. If course credit is granted, and it results in shortening of the student's program duration, the College will report the change of program duration in PRISMS.

Students who have completed identical units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation.

- Students are requested to apply for credit transfer by the 2nd week of the first term of study in their enrolled course.
- Students must complete the Credit Transfer Application form and submit the application to the Administration department or at the reception.
- The application must include copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit name and dates of completion.
- Training Manager /Trainer/assessor will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer application form and will grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- Verified copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.
- Granting of Credit Transfer will be recorded as a unit outcome and kept in the student's file.
- If Credit transfer is granted, Melbourne Trades College will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

An application for credit transfer must be lodged in writing. Application form and more information about credit transfers (Credit transfer and RPL policy) are available on our website www.melbournetradescollege.vic.edu.au or can be obtained from Melbourne Trades College's reception.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. To support this type of application evidence of where and how the skills were obtained is required.

Melbourne Trades College recognises the prior learning of students based on:

- previous training, (includes overseas qualifications).
- formal study and acquisition of a qualification and statements of attainment from another RTO.
- practical experience in a work environment.
- projects undertaken; and
- Life experience.

Students who believe they already have skills and experience learnt through a job, worked in a position that's enabled the student to undergo industry –relevant tasks, or simply been trained in-house through a company that students may have previously worked for; you may be eligible to apply for Recognition of Prior Learning. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community.

An application for RPL must be lodged in writing. RPL application form can be obtained from the website or from Melbourne Trades College's reception. More information on RPL is available on our website www.melbournetradescollege.vic.edu.au under CT and RPL policy. Students can speak to Melbourne Trades College Staff for more enquiries.

Procedures

- Students are requested to apply for Recognition of Prior Learning prior to the commencement of the course.

- An RPL application for students will include all relevant evidence of work experience and where the learning has occurred. Applications will not be accepted unless all required information is included. Students who request an RPL assessment will be advised of the evidence required and suggestions on how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community- based learning, or overseas education, training or experience etc.)

- All RPL Applications are to be submitted to the administration department/Reception in the first instance along with verified supporting documents. The application and supporting documentation will be copied and placed into the student's file. Where originals are required for verification, authorised Melbourne Trades College staff from the Administration department or representative will sight and indicate on copies "original sighted' and shall return originals to the student. Melbourne Trades College will at no time accept and retain original certificates.

- The application will be forwarded to the Training Manager to be assessed and outcomes will be determined by RPL/qualified assessor.

- It will be ensured that the evidence provided is valid, authentic, current and sufficient and that the process is fair, flexible and valid.

- If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his/her skills/experience. Training Manager or representative will set a date for the additional documents to be submitted.

- The applicant will be notified of the outcome of the RPL. On the basis of the assessment, the student will be advised that:

  • the application has been granted; or
  • the application has been denied; or
  • further evidence is required

- Where an application for RPL or Course Credit is received by Melbourne Trades College, Training Manager or representative will assess the application and provide an outcome to the application within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome. If RPL is approved, the applicant will be marked as "CT or RPL" rather than "Competent" in the transcript of records.

- Where either of the above, credit transfer or RPL applications are received or course credit is approved, the following must occur. Enrolment Officer or representative will change student's COE to reflect reduction in period of study. Melbourne Trades College will provide student with the outcome of the credit application. Students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the students' file.

- Melbourne Trades College's Assessment policy will be followed when undertaking RPL assessments.

Application form for RPL can be obtained from the website or from Melbourne Trades College's reception. More information on RPL is available on Melbourne Trades College's website www.melbournetradescollege.vic.edu.au. Students can also speak to Melbourne Trades College Staff for enquiries.

Currency of training

Melbourne Trades College implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. Melbourne Trades College ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Pathways to Higher Education

Graduates of Melbourne Trades College may seek credits to the relevant degree programs in Australian universities. College has no special arrangements with any Australian university and there is no guaranteed entry into university programs

Reasonable Adjustment

Students have different needs and often training needs to be adjusted to meet individual students' needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the College and must be allowable within rules defined by the training package.'

In practice, this can translate into:

- Adjusting equipment or the physical environment.
- Providing specialised equipment.
- changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication or toilet use.
- changing assessment procedures and timing.
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences.
- simplifying the design of job tasks

Melbourne Trades College does not guarantee that:

- *A learner will successfully complete a training product*
- *A training product can be completed in a manner which does not meet the requirements of the Standards for RTOs 2025*
- *A learner will obtain a particular outcome where this is outside the control of Melbourne Trades College.*

TRAINING FACILITIES & RESOURCES

Training Location

Exceed Ventures Pty Ltd t/a Melbourne Trades College
Campus Address: 73 Ashley Street Braybrook, Victoria, 3019

Tel: 03 7066 5255

E-mail: info@melbtc.vic.edu.au.

Web: www.melbournetradescollege.vic.edu.au.

Melbourne Trades College's Automotive & Solid Plastering workshops: 73 Ashley Street, Braybrook, Victoria 3019 and 4-64 Macaulay Street, Williamstown, Victoria 3016 (For AUR31520 only), Solid Plastering workshop at 99-101 Davies Avenue, Sunshine North, VIC 3020,

73 Ashley Street, Braybrook, Victoria 3019 - **Nearest train station- Tottenham railway station (towards Sunbury), and Williamstown Railway station.**

4-64 Macaulay Street, Williamstown, Victoria 3016 - **Nearest train station- North Williamstown railway station (towards Williamstown)**

99-101 Davies Avenue, Sunshine North, VIC 3020 - **Nearest train station- Sunshine railway station (towards Sunbury)**

How to reach Melbourne Trades College Campus:

By Public Transport

Nearest Train Stations:

Tottenham Station – Sunbury Line (Zone 1)

North Williamstown Station – Williamstown Line (Zone 1)

Bus Route: 220 & 216, 415

By Uber:

Uber services are available round the clock.

By Taxi:

TAXI services are available round the clock.

By Car:

If you are driving, you can use parking facilities around the campus. Parking facilities are free of cost near the campus.

Services provided by Melbourne Trades College

Modern Campus Facility

- Fully equipped classrooms
- Computer area with Desktops with Monitors and Printing facilities
- Flipped Chairs with table attached to it.
- Library/Quiet Study area
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants near the campus.

Classrooms

Classroom is equipped with the following resources for the delivery and assessment of the units of competency selected for the course delivered at Melbourne Trades College.

- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptop, computers

Automotive & Solid Plastering workshops

Melbourne Trades College has fully equipped commercial Automotive & Solid Plastering workshops with latest technology equipment to provide students with quality learning.

Our Automotive & Solid Plastering workshops facility simulate real time, commercial workshop environment. Students will be given varied range of old and late model test vehicles to practise on. Students will have the exposure to State-of-the-art automotive tools, equipment and facilities. Melbourne Trades College will also provide students with furthers opportunities to view and practise on dismantled automotive parts and assemblies like engines, gearboxes, differentials, alternators, transmissions, wheels and tyres, braking and suspension components just for an example so students can have more context to their overall studies

Class times and reception hours

Melbourne Trades College campus is open for classes from 8:00 am-5.00 pm everyday of the week, except on Thurdays where the campus is open from 8am to 9pm.

The reception will be open from 8:30am-5.00pm from Monday to Friday.

Student support officer will be available at the college and at Automotive & Solid Plastering workshops during scheduled classes to provide support to students.

Students will not be scheduled for more than 8 hours of class in a day.
Note: Delivery schedule will change according to class availability and shifts

Access to computers and textbooks

College has access to laptops, learning resources relevant to each unit including but not limited to automotive and solid plastering textbooks & other books, resources and Auto E learning system.

List of resources and books will be available at Melbourne Trades College reception.

Kitchen and Lunch Options

Melbourne Trades College has a designated kitchen area where students can have lunch, drink tea/coffee.

Student Online Resource facilities

Students will have access to computers (laptops) in the computer hub which allows students to access online learning resources. It will also include sample templates, policies and forms and learning/training resources.
In addition, learners will have access to MS office and Auto E learning system.
LED
In addition to online access, learners will be provided with a list of suggested Automotive books so that they can collect resources from trainers.

Books and Learning Resources

Melbourne Trades College will provide the leaners with reading material for students to read and keep (Cost for handouts and reading material is already included in Material fees). Books will be available in the library for students to borrow, read and learn.

Photocopying and Printing Facilities

Printing and photocopy facilities are available from the reception. Students may request printing from reception.

Automotive & Solid Plastering workshops

Students are required to undertake practical training as a part of Automotive courses at Automotive workshops located at 73 Ashley Street, Braybrook, Victoria 3019 and 4-64 Macaulay Street, Williamstown, Victoria 3016 (For AUR31520 only) and Solid Plastering workshop at 99-101 Davies Avenue, Sunshine North, VIC 3020.

Melbourne Trades College Learning Management System (LMS)

Melbourne Trades College has an LMS to ensure that the students have access to the learning resources and assessments.
Auto eLearning will include an interactive platform to ensure the learning experience is inclusive. Student will be provided with the Link fo LMS on the day of enrolment.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our student support officer offers a confidential support service and external referral where necessary. Students can obtain more information on the support services available at Melbourne Trades College by speaking to our friendly staff member. All students needing counselling, study skills assistance or practical help should make an appointment with the Students Support Officer on campus. An appointment can be made at reception or by emailing us at info@melbtc.vic.edu.au.
Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

Students will be provided with counselling on (but not limited to):

i. Academic and future progress advice
ii. Welfare matters

These services will be available and accessible by all students at suitable times. If student would like to discuss matters with "New View Psychology" please contact the Student Administration to book an appointment as these services will be available by pre-arranged appointment. Student will have to bear the cost charged by life resolution for the counselling services.

Note: The referral to these services will be free of cost.

Melbourne Trades College offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Melbourne Trades College will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students support services as soon as possible.

Wellbeing

Students may experience a range of issues which can impact on their learning experience and ability to engage in their studies. These issues may include:

- Difficulty in focusing on study and assessments
- Financial pressures
- Mental health issues
- Multicultural issues
- Abuse, harassment, or violence

If you are having issues with your study skills, please contact the College. We can provide advice on how best to manage your time, appropriate study strategies, and course information.

Information on how best to mange your study can be found at the following websites:

- 10 Study Tips to Stay on Track - Major Training Group
- Successful Study Skills - Learning Links
- Practical Study Habits

Whilst the College does not have the expertise to provide support in the other areas, the following organisations are able to assist:

Lifeline (Phone 13 11 14)
A national charity providing individuals experiencing personal crisis with access to 2-hour crisis support and suicide prevention.
Beyond Blue (Phone 1300 224 636)
Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.
Safe Steps (Phone 1800 015 188)
A child-focused service for those who experience family violence or other forms of child abuse.
The Orange Door (Phone 1800 271 170)
Help and support for family violence and families in need of support with the wellbeing and development of children.
National Debt Hotline (Phone 1800 007 007)
The National Debt Helpline (NDH) is a free hotline to help you manage your debt problems. Their financial counsellors provide free, independent and confidential services.
Victorian Mental Health and Wellbeing Telephone and Online Services
There are telephone and online support services for people affected by mental health issues, with targeted services on particular issues or for particular groups in the community. See Mental Health and Wellbeing telephone and online services
Kids Helpline (Phone 1800 551 800)
A free confidential support services available 24/7 providing support for children.

Emergency Services Phone 000)

For any emergency where you may require Police, Fire or Ambulance.

Crime Stoppers (1800 333 000)

Australia's national crime reporting service. Anonymous reporting is available.

Student Support Services

All staff at Melbourne Trades College are available to provide general advice, assistance and support with matters such as studying, assessment, accommodation assistance, English language problems and counselling. Students requiring special or intensive assistance may contact student support officer who may refer them to external support services if required. Melbourne Trades College will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

Melbourne Trades College will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. Melbourne Trades College has documented processes that it implements for supporting these processes.

Student Support Officer is available to be the point of contact for students who require support. Student Support Officer will have up-to-date details of the Melbourne Trades College's support services. All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer
Email: info@melbtc.vic.edu.au.
Contact: 03 7066 5255

All students who require support can contact Melbourne Trades College's student support officer through email: info@melbtc.vic.edu.au , phone: 03 7066 5255 or on campus through reception. Student support services will be available for students at all times.

Melbourne Trades College has sufficient student support personnel to meet the needs of the overseas students enrolled with Melbourne Trades College. Melbourne Trades College will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient support is available for students. Every member of Melbourne Trades College staff will execute the procedural aspects of this policy with specific matters dealt with by specialised personnel.

Students can fill up a "Student Request Form" to mention the support they require in detail. This form is available on website www.melbournetradescollege.vic.edu.au and is also available on campus through reception.

Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

Melbourne Trades College will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. **Student Support Request form**: available from Melbourne Trades College's reception or website www.melbournetradescollege.vic.edu.au Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. Melbourne Trades College understands the difficulty that students may have to face when they are away from their home. Therefore, Melbourne Trades College ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

2. **Academic Support**-Intervention Strategy Form: Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in the study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more

information, kindly refer to Attendance and Course Progress Policy available on website or from Reception.

The support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus.

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident.	CEO	Ph: 03 7066 5255 (In case of life threating emergency, CALL **000**)	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
Academic support *(Including catch up classes, academic progress, attendance, LLN Support, intervention)*	CEO Training Manager Administration Mgr. Admin Officer Trainer	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
First aid, student's health and safety	CEO Administration Mgr. Admin Officer Student Support Officer	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
Complaints & Appeals	CEO Training Manager Administration Mgr. Admin Officer Student Support Officer	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
Administration Matters *(including enrolment, orientation, deferral, results, Refunds, reassessment)*	CEO Administration Mgr. Admin Officer Student Support Officer	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
LLN support	CEO Training Manager Trainers Student Support officer	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
Study Support *(Including Study Skills Learning support program)*	CEO Training Manager Trainers Student Support officer	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
Accommodation	CEO Administration Mgr. Student Support Officer Admin Officer	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au
Counselling support	CEO Student support officer (Administration department is to be contacted for arranging an	Ph: 03 7066 5255	info@melbtc.vic.edu.au Or asingha@melbtc.vic.edu.au

	appointment for counselling)		

Orientation Sessions

Many students find life in Australia quite different from life in their home country, so Melbourne Trades College organises orientation day to help students become familiar with Australian culture and customs and to introduce students to the college and its services. All students will go through orientation program on the day of enrolment at Melbourne Trades College.

Melbourne Trades College conducts an age and culturally sensitive orientation programme delivered by official point of contact personal i.e., Student support officer or representative. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services available to assist overseas students to adjust to study and life in Australia

- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- Melbourne Trades College's facilities and resources
- Complaints and appeals processes
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students.
Please refer to Melbourne Trades College's Support and Welfare Policy for more details available on Melbourne Trades College's website.

Arrival Assistance

Melbourne Trades College can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government. It is open at key student arrival times and offers information, advice and a welcome pack when you arrive. Visit https://www.studymelbourne.vic.gov.au/for more information.

Melbourne Trades College provides airport pick up on pre-arranged basis. Students are required to fill the Airport Pick up form available on Melbourne Trades College's website: www.melbournetradescollege.vic.edu.au or students can email their request for Airport pick up at: info@melbtc.vic.edu.au Students are requested to contact Melbourne Trades College at PHONE: 03 7066 5255 in advance, preferably, preferably within 5 working days to avoid any inconvenience.
Airport pick up fees: **AU$100**
There is a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services.

Accommodation Assistance

Melbourne Trades College does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.

Academic Support

Students may have concerns about their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain an appropriate academic level, and general support to ensure that they achieve satisfactory course progress. A student's course progress and attendance are monitored and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the study period defined in the training and assessment strategy for the course. Students will be reported to the Department of Home Affairs (DHA) if a student shows unsatisfactory course progress in two consecutive study period.

A student can discuss any academic or other related issues to study at Melbourne Trades College at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We carefully monitor course progress to ensure students do not fall behind course requirements, because we want our Students to succeed.

Intervention strategies are put in place to assist Students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support.
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Re-assessment
- Counselling, Mentoring.
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

Digital Literacy/LMS

Students who do not possess basic computing skills will be provided with basic computer using support by our student Support Officer. Students are required to meet Student Support Officer on campus or call PHONE 03 7066 5255 or email us on: info@melbtc.vic.edu.au

Students who experience difficulties to access LMS are required to meet Student Support Officer.

Information, Technology Support

Students need to feel comfortable with the I.T. environment at Melbourne Trades College and at home. Many of your assessments are based upon work you will complete using your own laptop and I.T. facilities available to you. Students who experience difficulties with I.T services are required to meet Student Support Officer on campus or call PHONE 03 7066 5255 or email us on: info@melbtc.vic.edu.au

Language, Literacy and Numeracy Support

Melbourne Trades College has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students. In the event that a Trainer/Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the college with ACSF Support plan.

Students are requested to speak to LLN Support officer or Administration Manager to discuss about the support measures that they might need. Melbourne Trades College will provide support with no additional cost. The confidentiality of students

who require additional support services and appropriate strategies are in accordance with our Privacy Policy.
Additional support will be provided by the college with ACSF Support plan. Refer to LLN policy or Student Support and Welfare Policy for more details.

Outcome of LLN assessment

The outcome of the LLN assessment will allow targeted solutions to be developed and implemented.
Students identified as At Risk from the initial assessment can be offered a variety of solutions and/or interventions. This may include ACSF Support plans.

ACSF Support plan

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact Melbourne Trades College to seek assistance or support in LLN.

Details of ACSF Support plan is available on LLN Policy and can also be made available from the reception.

Student Melbourne Study Centre (SMSC)

SMSC offers free support, information and contacts to help students to enjoy living and studying in Victoria. It provides information, referral and practical support for all international students in Victoria. For more details, please refer to https://studymelbourne.vic.gov.au/living-here/help-in-tough-times.

Address: 17 Hardware Lane, Melbourne, Victoria

Phone: 1800 056 449

Disability Support

Melbourne Trades College recognises disability in accordance with the Disability Discrimination Act 1992.

Under this Act, disability is defined as a physical, mental or medical condition or circumstance that requires ongoing support or study adjustments. This includes conditions that currently exist, previously existed or may exist in the future.

Disability, in relation to a person, can mean:

- Total or partial loss of the person's bodily or mental functions
- Total or partial loss of a part of the body
- The presence in the body of organisms causing disease or illness
- The presence in the body of organisms capable of causing disease or illness
- The malfunction, malformation or disfigurement of a part of the person's body
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour.

If you have one of these disabilities, you have the option of advising the College of your disability, but noting that this is purely optional and you are under no obligation to do so. If you do disclose a disability to the College, this information will be treated with the strictest confidentiality.

Because every situation is unique, eligibility for ongoing support is determined on a case-by-case basis. Reasonable adjustments for your study may be possible and may include:

- Alternative assessment arrangements
- Assistive technology
- Accessible formatting of course reading materials
- Other possible arrangements.

Please note that because of the physical nature of our courses, some forms of disability will preclude the ability to perform many of the tasks required to complete the course

Student Welfare Services

Melbourne Trades College has a designated Student Support Officer to provide basic counselling services to all students. This service assists the students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them to access study support and welfare- related services such as;

- **Legal Services**– Melbourne Trades College can refer the student who requires legal advice to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by legal practitioner.

- **Accommodation** – Accommodation advice is available to all the international students from the point of application to the completion of their course. Melbourne Trades College will provide up to date information on accommodation options and/or accommodation providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.

- **Emergency and Health Services** – During orientation, students will be advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform Melbourne Trades College as soon as appropriate.

- **Facilities and Resources** – At orientation, students will be given a guided tour of the campus and all Melbourne Trades College facilities. At this time, they will be given an explanation of all available resources.

- **Complaints and appeals processes** – The complaints and appeals policy and procedure is available in detail on the website www.melbournetradescollege.vic.edu.au and can also be made available from reception.

Students will be advised of their visa conditions relating to the course progress and or attendance as appropriate during the orientation so that students can continue to meet their visa conditions.

At Melbourne Trades College, Intervention strategies are applied for students who are facing difficulties in achieving satisfactory course progress or are unable to attend classes due to problems or issues they may have.

Melbourne Trades College can also refer students to external counselling services for various issues if necessary, however, each issue is dealt on a case-by-case basis. There is no fee attached to seek advice on welfare support and referral service.

Reassessment

Enrolment officer: Enrolment Officer handles all the admissions and enrolment related processes and queries.

Student Support Officers: provides academic and non-academic support to students which includes, but is not limited to, providing counselling, coaching, mentoring, accommodation support, etc. and also handles course related queries.

Health, Safety and Security Support, First Aid and Counselling: provides medical assistance, student safety, assistance and counselling support.

Administration Manager, Complaints Officer: Handles all general courses, enrolment, and administration queries and complaints process.

Trainers and Assessors: handles all the specific course related queries and assessment issues.

Reception: Our reception is open to assist students from 8:30 am to 5:00 pm Monday to Friday.

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically and ethically.

For more information, refer to https://www.fairwork.gov.au/

National Employment Standards

The National Employment Standards (NES) are 10 minimum employment entitlements that have to be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can’t exclude the NES.

The 10 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave

- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement

For more information, refer to https://www.fairwork.gov.au/employment-conditions/information-statements .

Access and equity

Melbourne Trades College's Code of Practice includes an Access and Equity policy. It is the responsibility of all Melbourne Trades College staff to ensure the requirements of the Access and Equity policy are met at all times. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or career's responsibilities.
Training services are delivered in a non-discriminatory, open, and respectful manner. Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.
Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
Melbourne Trades College is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Victorian Equal Opportunity Act 2010, VIC Anti-Discrimination Act 1977 and Disability Discrimination Act 1992.
Any issues or questions raised regarding access and equity can be directed to the Administration Manager.
Staff and students are required to comply with the Access and Equity Requirements at all times.
If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Training Manager.
You can review the policy at Melbourne Trades College's website or at reception.

Students with special needs

Melbourne Trades College's policy on assessment is to give all students an equal opportunity to demonstrate their knowledge and skills. Where necessary and possible, we will make arrangements to take account of a student's special needs by making reasonable adjustments to the training and/or assessment requirements. This does not mean that a student gains any unfair advantage over other students.
Reasonable adjustments will be made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include use of adaptive technology, educational support, and alternative methods of assessment such as oral assessments.
Reasonable adjustments will be made; however, it will also be ensured that adjustments do not affect the regulatory requirements of physical fitness and ability to handle or manage automation.

Critical Incidents

As per standard 6.8 of the National Code 2018, Melbourne Trades College has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug, or alcohol abuse

It is Melbourne Trades College's intention to provide students with a safe environment on campus and advise students and staff on how they can enhance their personal safety and security.

Critical incident officer: Antarpreet Singha
Phone no: 03 7066 5255
By email: asingha@melbtc.vic.edu.au
Please call national emergency number- 000

When you call **Triple Zero (000)**, the automated system will ask if you want **Police, Fire or Ambulance**. You need to select according to emergency services required.

Stay calm, don't shout, speak slowly and clearly, and tell emergency service exactly where to come.

Give an address or location of 73 Ashley Street Braybrook, Melbourne, Victoria, 3019 or 4-64 Macaulay Street, Williamstown, Victoria 3016 or 99-101 Davies Avenue, Sunshine North, VIC 3020, if you are on Melbourne Trades College campus / Automotive & Solid Plastering workshops. You can also contact our student support officer for critical incidents on Ph: 037066 5255 or email to info@melbtc.vic.edu.au
For detailed information, students can refer to Critical Incident Policy available on the website www.melbournetradescollege.vic.edu.au and can also be made available from Melbourne Trades College's reception.

Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126

Life Line: 24-hour service	131 114
Public transport & timetables	1800 800 007
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024
Doctor on call GP2home (General medical practitioner)	(03) 8341 1888 (24 hours)

Consumer Rights

Melbourne Trades College will notify learners when any change occurs that may affect the services Melbourne Trades College is providing to students. This includes a change in ownership of the college, and/or any changes to, or new third-party arrangements if college decides to put in place, for the delivery of services to those learners.

Support Staff

Melbourne Trades College has designated student support officers to help students with special needs and will refer or provide information to students to qualified counseling services. This will be done at no cost to student.

Student support officer

Melbourne Trades College student support officer handles all support related queries including admissions, enrolment, complaints and appeals, LLN support, special needs and assistance. Student support officer will be on campus during training days (i.e. Monday-Friday) between normal hours of operations: 8.30 am-5.00 pm. Student support officer will be available at the college and at Automotive & Solid Plastering workshops during scheduled classes and also through pre-arranged appointment.

Please contact student support officer on campus through reception or email us on: info@melbtc.vic.edu.au for support and appointments.

Academic support/trainer: For all academic progress support matters, Melbourne Trades College's student support will arrange the appointment with trainer/assessor. Trainer and assessor can assist you with LLN difficulties, academic support, assessment information, additional tutorial or any other academic needs.

In order to provide quality support services to its students, Melbourne Trades College will maintain a Support staff to student ratio of 1 Support staff: 80 students. (1:80)

Appointments and accessing these services

Student may contact the Student Support Officer by email at info@melbtc.vic.edu.au or they can make an appointment through reception.

External Support Services

Fire, ambulance, police (life-threatening emergencies): Ring: 000

Hospitals and Medical Issues:

The Alfred: (03) 9076 2000

Austin Hospital: (03) 9496 5000

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

St Vincent's Hospital: (03) 9411 7111

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: www.legalaid.vic.gov.au

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 789 978

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

Our Obligation to You

Melbourne Trades College is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2025, and for the issuance of the AQF certification documentation. This means that the college is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.
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Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing twelve months* of their principal course. Melbourne Trades College will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

Melbourne Trades College will not allow students to transfer to another provider within twelve months* of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

*On 1 July 2027, the transfer restriction period will revert to 6 months.

If students wish to apply for a transfer, they will need to apply at the college for a release. There is no cost attached to apply for a release; however, students will be required to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed on the basis of Melbourne Trades College's Policy, conditions of Enrolment, Fee Payment and Refund Policy, study plan and declaration submitted by the student in their application.

Documented evidence supporting circumstances/reasons for seeking release must be included with the application or email submitted. Please refer to the Melbourne Trades College's transfer between provider's policy for more details on conditions where transfer may or may not be provided.

Deferral, Suspension and Cancellation

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. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you must contact Melbourne Trades College and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

Melbourne Trades College may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs through PRISMS by the college and this may affect the status of a student visa.

Please refer to Melbourne Trades College's Deferral, Suspension and Cancellation Policy for more details available on Melbourne Trades College's website www.melbournetradescollege.vic.edu.au.

Our expectation from you

Melbourne Trades College expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.

- To comply with the rules and regulations of Melbourne Trades College.

- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.

- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.

- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Melbourne Trades College publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Melbourne Trades College staff members and their right to privacy and confidentiality.

Student Obligation

Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold this visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to maintain your cover at all times. If you do fall behind in payments or renewing your cover, you will be able to continue your cover, but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued. Melbourne Trades College can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.
You can find out more about OSHC at https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm
Some of registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (People care Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Full Time Study

Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

Academic Course Progress

Melbourne Trades College gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

Students must participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions. Melbourne Trades College checks and ensures that all the required assessments are completed up to that point of time.

Students at Melbourne Trades College are required to regularly attend classes and achieve satisfactory course progress. Melbourne Trades College regularly monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in. Melbourne Trades College will assess each student's course progress at the endpoint of each study period.

Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, Melbourne Trades College course progress monitoring procedures will be followed as per the Attendance and Course Monitoring Policy and Procedures.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period.

A failure of units in any study period will trigger a review of academic progress by the college and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class.
- Study the theory and practice the skills that are taught in class and at Automotive & Solid Plastering workshops.
- Ensure that you are present for all assessment activities scheduled by the trainers.
- Make an appointment with the Student Support Officer or Administration Manager if you are having any difficulties with your studies.

In addition to the above minimum requirement, the College will implement counselling procedures and an intervention strategy when you think you may be at risk of not meeting the requirements.

Counselling and intervention strategy may be triggered by any of the following events (including but not limited to):

- Failing any units in a study period
- Not attending compulsory classes

If students fail to meet the requirements of satisfactory course progress for two consecutive study periods, they will be reported to the Department of Home Affairs.
Please refer to the Attendance and course progress policy available on Melbourne Trades College's website and/or reception for more details on Intervention strategy, academic progress, extension of course duration etc.

Attendance Requirements

Melbourne Trades College gives strong emphasis on attendance requirements. Melbourne Trades College will record and monitor attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. Melbourne Trades College will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to unsatisfactory course progress. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress.

Students must attend all Automotive & Solid Plastering workshops practicals to fully develop their technical and practical skills. Student's Automotive & Solid Plastering workshops attendance will be monitored closely and student missing Automotive & Solid Plastering workshops's practical classes will be treated on a case by case basis. Students missing more than one Automotive & Solid Plastering workshops practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending Automotive & Solid Plastering workshops practical classes.

Melbourne Trades College is required to report the students on the basis of unsatisfactory course progress to the department of Home Affairs (DHA).
Note: Students will not be reported on the basis of attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If **an overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because this implies that they may already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case, Melbourne Trades College **may invite the student to apply for RPL and will reduce the duration of the course to the minimum duration** required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Please refer to the Attendance and course progress policy available on Melbourne Trades College's website and/or student administration for more details.

Intervention Strategy

Melbourne Trades College ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. Melbourne Trades College will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Administration Manager or Student Support Officer and it may include one or more of the following strategies (but not limited to):

- Attending counselling.
- English language support.
- Reviewing learning materials with the student and providing information to students in a context that they can understand.
- Providing extra time to complete tasks.
- Adjusting timetables
- Providing access to supplementary or modified materials.
- providing supplementary exercises to assist understanding.
- Attending academic skills programs.
- Attending tutorial or study groups.
- Receiving assistance with personal issues which are influencing progress.
- Receiving mentoring.
- Referral to external organisations where Melbourne Trades College is unable to address the identified learning or academic issues:
- Being placed in a suitable alternative subject within a course or a suitable alternative course.
- A combination of the above and a reduction in course load.

Change of Address

Upon arriving in Australia, students are required to advise Melbourne Trades College of their residential address and telephone number and of any subsequent changes to their residential address. To inform the institute, please refer to the Change of details Form available on the college's website. It is extremely important that students notify the college of a change of address as, under Section 20 of the ESOS Act 2000.

Melbourne Trades College is obliged to serve a notice at the last known address of the student if the student breaches a student visa condition relating to attendance and/or academic performance. The college may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify Melbourne Trades College of any change of their address and contact details within 7 days of change while enrolled at the college including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations.

Failure to update the contact details to Melbourne Trades College means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up-to-date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at https://www.homeaffairs.gov.au/

Student Complaints and appeals procedure

The College has a student's Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

➢ **Informal Complaint Process**

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any student with a complaint may first raise the issue informally with Administration Manager or Trainer and attempt an informal resolution of the complaint.

Complaints dealt in this way will not become part of the formal complaints process and will not be documented, recorded or reported on unless Melbourne Trades College staff involved determines that the issue in question or complaint is relevant to the wider operation of Melbourne Trades College.
Melbourne Trades College staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly.
Students who are not satisfied with the outcome of the complaint, they will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by Melbourne Trades College
- any aspect of the training and assessment
- the behavior or decisions of staff, or
- policies and/or procedures of Melbourne Trades College
- any action by any associate

➢ **Formal Complaint Process**

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Administration Officer/Complaints Officer. Students can also send an email alternatively to info@melbtc.vic.edu.au.

Lodging a complaint

To register a formal complaint, a student must complete and fill a Student's Complaints Form to Administration Officer/Complaints Officer providing:

- a clear and detailed statement of the complaint, including the parties involved.
- a suggested solution that the student believes would settle the complaint (E.g. an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).
- Complaint will be lodged in a complaint register.

The resolution phase: The Administration Officer/Complaints Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.
The resolution phase will commence within **10 working days** of the complaint being lodged in writing, i.e. assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

- **Acknowledging the Lodgement of a complaint**

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by student support/admin staff.
The Student support/admin staff will forward the complaint for action to the relevant person or department as soon as practicable and should not take more than 10 days. Parties to complaint will not be part of the investigation team.

- **Recording the Complaint**

Details of the complaints will be recorded in Melbourne Trades College's complaints and appeals register and a copy will be filed in the student's file. The original complaint will be forwarded to the Administration Officer/Complaints Officer
The Administration Officer/Complaints Officer will be responsible for ensuring that all of these actions are completed within five working day of the lodgement of the complaint.

- **Acting on Complaint**

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.
Administration Officer/Complaints Officer will set an agenda for the meeting and discuss what steps should be taken.

The right to be accompanied by a support person during the complaints/appeals process: Parties making complaint will be invited for meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including, providing the respondent with the statement of the complaint and all the relevant documents.
Complaints will be investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

- **Time frame**

Person making a complaint will be informed of the outcome in writing and all the complaints will be finalised as soon as practicable understanding the student's requirements and other matters but *maximum within 60 days of receipt of complaint.*

Where Melbourne Trades College considers more than 60 calendar days are required to process and finalise the complaint or appeal, the college will inform the complainant or appellant in writing, including reasons on why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.

If complaint falls outside the definition of complaints: Administration Officer/Complaints Officer will advise the student accordingly. Administration Officer/Complaints Officer may dismiss a complaint if, in their view the complaint is ill advised, misguided, frivolous, malicious or vexatious.

Note: *It is to be noted that Melbourne Trades College will respond to any complaint or appeal the overseas student makes regarding his or her dealings with Melbourne Trades College, Melbourne Trades College's education agents or any related party that Melbourne Trades College has an arrangement with, to deliver the overseas student's course or related services.*

At the conclusion of the resolution phase, Administration Officer/Complaints Officer will write to both the student and the respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their *Right to appeal* within 20 days of the complaints if dissatisfied with the outcome.

Record the decision: College's decision and reasons for the decision will be recorded by Administration Officer/Complaints Officer and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website www.melbournetradescollege.vic.edu.au or student administration/reception.

➢ **Internal Appeals Process**

Internal appeals may arise from a number of sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by Melbourne Trades College.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from Student Administration and/or Melbourne Trades College website.

- **Acknowledging the Lodging of a complaint**

  Appeals are acknowledged by sending written confirmation of the complaint that is done by Administration Manager or representative.

- **Consideration of Appeal by Administration Manager /Appeals officer**

  Where an appeal relates to the following matters, the Student Appeals Form must be lodged within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of conduct).

- **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint. The Investigator or the Student Appeals Committee will:

a. Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, students will be given an opportunity **to be accompanied and assisted by a support person.**

b. At the conclusion of the meeting, students will be informed about the timeframe within which the college will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and make a decision.

Student Appeal Committee

- *Chief Executive Officer*
- Administration Manager
- *Investigator or nominee appointed by the CEO*

**Melbourne Trades College will ensure that assessment of the complaint or appeal is conducted in a professional, fair and transparent manner.*

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of **his or her right to an external appeal**. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.
If more than 60 days: Where it is apparent that appeals will take more than 60 calendar days, appellant will be informed in writing, including reasons why more than 60 calendar days are required, and the students will be regularly updated on the progress of the matter.
Recording the appeal: Melbourne Trades College will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Training Manager.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the Melbourne Trades College's internal complaints and appeals process. In such cases, College will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by Melbourne Trades College.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

- **External Appeals Process**

After the student, has been advised of the external complaint handling process and procedure, Melbourne Trades College will provide students with contact details of the appropriate complaints handling and external appeals body.

Melbourne Trades College will refer the student to an **Overseas Students Ombudsman** to lodge an external appeal or complain about the decision.
The Overseas Students Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.
In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e. Melbourne Trades College in this case, has followed its policies and procedures, rather than make a decision in place of the College. External appeal authority will be provided with sufficient information within due timelines requested.

For example, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the College, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
Complaints outcome will be entered in complaints register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, Melbourne Trades College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome.
Written record of the complaints or Appeal and statement of the outcome will be kept and maintained by Melbourne Trades College.
Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: The Overseas Students Ombudsman is a free and independent service

The Overseas Students Ombudsman contact details are:
- **Website**: http://www.ombudsman.gov.au/
- **Email**: ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman (OSO) also:

b. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
c. Publishes reports on problems and broader issues in international education that OSO identify through investigations.

For further information, please visit https://www.ombudsman.gov.au/How-we-can-help/overseas-students or contact overseas student ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time(AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, Melbourne Trades College will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

Melbourne Trades College is required to maintain all relevant responsibilities until:
- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- the overseas student has chosen not to access the external complaints and appeals process;
- The overseas student withdraws from the internal or external appeals process, by notifying the College in writing.

Note: *Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Equal Opportunity Commission Victoria.

Refer to https://www.ombudsman.gov.au/complaints/international-student-complaints

Students Rights as Consumer

Complaints and Appeals Policy, and Procedure do not remove the right of students to take action under Australia's consumer protection laws.

Unique Student Identifier

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, we are required to include your USI in the data we submit to NCVER.
The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned with a USI. Melbourne Trades College will obtain and verify the student's USI at the time of enrolment. Melbourne Trades College will comply with the Student Identifiers Act 2014.
The USI is an identifier known only to the issuing RTO, the student and the department. All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to Melbourne Trades College during the enrolment process. If students do not provide a USI, Melbourne Trades College will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au. Melbourne Trades College Student Services staff can assist you to obtain your USI on request.

USI does not appear on any certificates, statements of attainment or other public documents issued by Melbourne Trades College. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's web site https://www.usi.gov.au/

Students permission is required to access Unique Student Identifier. If the student has not already obtained their USI, then Melbourne Trades College will collect information about students for the purpose of creating USI on their behalf at the time of enrolment. The student will need to sign Melbourne Trades College's Unique Student Identifier (USI) Consent Form giving Melbourne Trades College authorisation to apply on their behalf. The student will need to provide at least one (1) form of ID from the list below in order for the College to apply for their USI.

Student forms of ID:

- Driver License
- Medicare card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Birth Certificate
- Certificate of Registration by Descent

This procedure applies to all student enrolments in nationally recognised training, except those students who are deemed to be exempt. Exemption categories are:

1. An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1st January 2015.

2. Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

Students who express a genuine personal objection to being assigned a USI must be advised to apply to the Student Identifiers Registrar for an exemption.

Ensuring that where an exemption applies, students will be informed 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.

Important Information

Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 48 hours a fortnight when student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

School-aged dependents

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.
There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school

until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any college or university that they enrol in whilst in Australia.

Refer to https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500# for more information.

Legislation

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

• Occupational Health & Safety http://www.worksafe.vic.gov.au/
• Victorian Equal Opportunity and Human Rights Commission http://www.humanrightscommission.vic.gov.au/

- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs https://immi.homeaffairs.gov.au/
- Disability Standards for Education 2005 https://www.education.gov.au/disability-standards-education-2005
- Disability Discrimination Act 1992 https://www.legislation.gov.au/Series/C2004A04426
- Racial Hatred Act 1995 https://www.legislation.gov.au/Details/C2004A04951
- Racial Discrimination Act 1975 https://www.legislation.gov.au/C2004A00274/latest/text
- Sex Discrimination Act 1984 https://www.legislation.gov.au/C2004A02868/latest/text
- Privacy Act 1988 https://www.legislation.gov.au/Series/C2004A03712
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/F2017L01182/asmade/text
- Education Services to Overseas Students (ESOS) Act 2000 https://www.legislation.gov.au/C2004A00757/latest/text
- Education Services to Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2019L00571

It is the responsibility of all Melbourne Trades College's staff to ensure the requirements of relevant legislation are met at all times. Please refer to the websites indicated or contact the college if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Agent's Legislation

Melbourne Trades College engages with on shore and offshore Agents to recruit students. Full list of Agents can be found on Melbourne Trades College's website www.Melbourne Trades College. edu.au. Melbourne Trades College is responsible to ensure that its agents accurately represent Melbourne Trades College's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact Melbourne Trades College students support through email: info@melbtc.vic.edu.au or give us a call at Ph: 03 7066 5255.

Melbourne Trades College has undertaken steps to be compliant with the ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that Melbourne Trades College engages with, implement Education agent's policy and procedures, Education Agent Performance Review Assessment conducted by marketing staff to ensure that agents comply with the standards at all times.

Use of personal information

Information is collected during enrolment in order to meet the college's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student's compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government

and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the college and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.

Safety and Security

Your safety

Melbourne Trades College is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibility to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the RTO staff.
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Always keep training and assessment areas neat and tidy.
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas. Electrical equipment
- Electrical equipment that is not working should be reported to Melbourne Trades College staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Melbourne Trades College will undertake training session to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.
- Melbourne Trades College trainer and assessors are equipped with skills and Knowledge in Australia

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Melbourne Trades College unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Melbourne Trades College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Melbourne Trades College staff members are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member of Melbourne Trades College who fails to follow this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behavour from Melbourne Trades College staff members and we apply complaint handling procedures advocated by the Australian Human Rights Commission. Refer to the Complaints and Appeals Policy and procedures of Melbourne Trades College available on the website or can be made available at the reception.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Melbourne Trades College whom they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Melbourne Trades College, they are advised to contact the Australian Human Rights Commission Complaints Info-line on 1300 656 419.

Access, correction and complaints

Under the Privacy Act 1988 (Privacy Act), you have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.
Please refer to Melbourne Trades College privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: https://www.oaic.gov.au/

MELBOURNE TRADES COLLEGE POLICIES AND PROCEDURES

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.melbournetradescollege.vic.edu.au or at the Melbourne Trades College's Reception.

Student Rights as a Consumer

As a consumer, a student has the right to receive factual and accurate information about the courses offered by Melbourne Trades College before making an enrolment decision. To ensure this, Melbourne Trades College has stringent policies and procedures in place.

It is very important that you read this handbook carefully before enrolling with Melbourne Trades College to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to take action under the Australian Consumer Law if the Australian Law applies.

Media Consent

The Application form gives you the opportunity to decline permission for Melbourne Trades College to use any representation of your time here for promotional purposes. Please be sure to read this section of the Application Form.

From time to time, Melbourne Trades College staff may request to take photographs/videos or verbal/written interviews/testimonials of students at Melbourne Trades College or at places where the student is involved in an activity. These creations may be used in a classroom, campus posters or could be published by Melbourne Trades College in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have a right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or by contacting Melbourne Trades College student administration.

FEES PAYABLE

a) The initial tuition fee, application fee, textbook and material fee (if applicable) as also stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the college.

b) Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).

c) Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalment amounts with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.

d) Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the college.

e) Tuition fees will be payable to the College by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the college.

f) Students must pay their fee directly to Melbourne Trades College. Student should not pay the fee to the agent and/ or third party in relation to the application for enrolment.

g). Reminder Letter

In case the student's instalment falls on a particular month, a friendly email reminder along with the first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e. 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.

After sending the first warning letter, if the student fails to make the payment again and does not communicate with the accounts department, a second warning letter will be issued to the student after 7 Working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students must meet the Accounts Officer or call Melbourne Trades College at Ph: 03 7066 5255 if they require any kind of support.

h. If a student fails to make the payment and/or does not communicate with Melbourne Trades College even after the second warning letter, a final notice i.e." Intention to cancel Enrolment" will be issued to the student. Students will be provided with 20 working days to make complaints or lodge appeals.

If a student fails to make the payment of the outstanding fees after sending Intention to cancel enrolment and/or does not access the complaints and appeals procedures, Student's enrolment will be cancelled after 20 working days of the final notice.

The suspension of enrolment will cause following restrictions to apply:

i. Loss of access to the College's library service, Learning Management System, classroom, computer system including internet and others.
ii. Loss of access to enrolment records, results and academic certificates.
iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on Melbourne Trades College s website.

If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

i) If students choose not to appeal against the Melbourne Trades College decision and makes no further payment or do not contact the college concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.
j) If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of $50 per week.
k) An additional fee for re-assessments will be applicable when:
Students have to undergo reassessment after two additional attempts. (Re-assessment fee after 2 attempts - $300), or
Students have to repeat a subject (Repeat unit fee- $300).

l) Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.
m) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please Note: Fees are subjected to change without prior notice. Students are advised to contact student administration for updated fees and charges. However, fees won't change once student agreement has been signed.
n) If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.
o) Melbourne Trades College reserves the right to engage in any third party to recover any outstanding fees payable to the college. The cost incurred to the College for engaging a third party to recover such outstanding fees will be charged to the student.

p) Melbourne Trades College has Refund's policy and procedures to ensure all students are treated fairly and with integrity when applying for refunds.
q) All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.
r) All 'refunds' will be approved by the Accounts Officer and the applications will be processed within 10 working days of the application being placed.

Fee Schedule

Course Fee	As per course offer and written agreements
Application Fee (Non-Refundable)	$250
Material Fee	Depending upon the qualification
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	$300
Re-assessment Fee (after 2 attempts)	$300
Late payment Fee	$50 per week
Deferral/Suspension Fees	$250
Bank Transfer Fee	What the bank charges for the transfer
Accommodation Services	Depends on Specific Arrangements
Airport pickup	$100
OSHC (Overseas Student Health Cover)	Outsourced- contact Melbourne Trades College for more details
Re-Issue of Certificates and transcript	$50
Re-Issue of Student ID Card	$10
Interim Academic Transcript	No charge
Change of COE Fee	$250
COE Extension	Depends on course and duration extended

Student cancellation

Students who cancel their enrolment part way through a training program must notify Melbourne Trades College in writing via email or at Melbourne Trades College's reception at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Refunds

Process of Claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with this refund policy should do so by filling up a Refund Application form is available at Melbourne Trades College's reception and on Melbourne Trades College's website www.melbournetradescollege.vic.edu.au. Students must submit refund application form along with other supporting documents on campus. The documents should be submitted to:

Accounts Officer
Exceed Ventures Pty Ltd t/a Melbourne Trades College
ADDRESS: 73 Ashley Street Braybrook, Melbourne, Victoria, 3019
Or
Email us at Info@melbtc.vic.edu.au

All students' refunds are conditional on the following:

COURSE WITHDRAWAL

- **i.** Where a written notice of withdrawal is received by Melbourne Trades College at least **12 full weeks or more before the agreed start date** of the course or term, the college will refund 100% of the fee received except application fee.
- **ii.** Where a written notice of withdrawal is received by the college within **6 to 11 full weeks before the agreed start date** of the course or term, the college will refund 50% of the fee received except application fee.
- **iii.** Where a written notice of withdrawal is received by the college within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
- **iv.** Where a written notice of withdrawal is received by the college **after the start date** of the course or term, no refund will be provided.
- **v.** Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- **vi.** It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.
  For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.
- **vii.** If the refund application is approved, refund will be paid within the period of 20 working days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- **viii.** Melbourne Trades College must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

B. STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrolment like:
the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);
or

a) the student withdraws from the course at the location (after the agreed starting day);

or

b) the college refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
  - **i.** the student failed to pay an amount payable to the provider for the course;
  - **ii.** the student breached a condition of his/her student's visa and his/her visa has been refused;

iii. misbehaviour by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

Note: If students do not commence studies in a course (i.e. the student does not start the course on that day) or when they are due to commence and have not notified the college in writing within 14 days of the course commencement, then student's enrolment will be cancelled on the basis of non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because of the provider defaults in relation to the course at the college.
Melbourne Trades College will pay the refund to the following person:

a. the student
b. if a person (other than the student) is specified in this written agreement to receive any refund- the specified person.

Melbourne Trades College will pay the refund within the period of 20 working days after receiving written claim from the student.

C. VISA REFUSAL

If a student's visa application or visa renewal is refused by the Australian Government, a refund of course fees, less application fee, will be made and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).

The calculation under subsection 47E (2) is as follows:
The amount of unspent pre-paid fees that the provider must refund the student for the purpose of Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):

a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
b) the sum of $500.

Whichever is lesser

Students must provide the College with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

b. Weeks in default period: number of calendar days from the default day to the end of the period to which the payment relates/7
or
The number of weeks in the default period = the number of weeks (i.e. calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which Melbourne Trades College has received tuition fees.
If Melbourne Trades College has only received an instalment of tuition fees for part of the course, the weeks in default period would be the number of weeks between the default day and the end of the part of the course to which the instalment relates.
If the number of weeks calculated is not a whole number, round the number up to the nearest whole number.
No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

D. PROVIDER DEFAULT

I. In the unlikely event that the college is unable to start or deliver the course (known as provider default), the student can choose to accept either:
i. *A refund of course fees, which will be issued to the student within 14 days.*
ii. Or be placed in an alternative course with the college or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.
II. If the student chooses to receive a refund of course fees, the college will calculate the unspent portion of tuition fees paid to date (i.e. tuition fees the student has paid for, but which has not been delivered by the college). The refund will be paid within 14 working days after the cessation of the course.

III. If the college is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

I. REFUND PROCESS

a. The Student must apply for refund using the *Refund Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents may include, but are not limited to:

i. a completed refund application form provided by the college
ii. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
iii. Proof of extenuating circumstances of a compassionate nature.

b. Refunds will be made within 20 working days of the receipt of completed refund application form along with the supporting documents by the college *(in case of student's default*).
c. Refunds will be made within 14 working days of the receipt of completed refund application form along with supporting documents by the college *(in case of Melbourne Trades College default*).
d. Students can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

II. PAYMENT OF REFUNDS

a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
b. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (Melbourne Trades College) default.

i. **In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.
ii. **In case of Provider's (Melbourne Trades College) default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

MELBOURNE TRADES COLLEGE Course fee refund table			
Refund Circumstances	**Refund of Tuition Fees Paid**	Refund of Material Fees	**Application Fee**
Withdrawal at least **12** full weeks or more prior to the agreed start date.	100%	100%	No refund
Withdrawal between **6** to **11** full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in **5** full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by Melbourne Trades College	100%	100%	100%
Application rejected by Melbourne Trades College	100%	100%	No Refund
The course is not provided fully to the student because Melbourne Trades College has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by Melbourne Trades College for the course in respect of the student course less the following amount **(a)** 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or	100%	No refund

	(b) a maximum sum of $500, whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period **a.** The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. **b.** The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
Melbourne Trades College cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrols in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time period of 5 weeks prior to the agreed start date of the course.			

COOLING OFF PERIOD

Melbourne Trades College will provide applicants a 7-day cooling off period. This means that if a student accepts the offer letter to study at Melbourne Trades College and pays Melbourne Trades College relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify Melbourne Trades College in writing within 7 days of the signed agreement date.

Student's Right to Appeal

a. Any student who is refused a refund by the college may appeal within 20working days in writing to the Student Support Officer and follow the complaints and appeal process of Melbourne Trades College.
b. Melbourne Trades College's appeal process does not restrict the student's right to pursue other legal avenues.
c. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

Melbourne Trades College is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

It is an unlikely event that Melbourne Trades College is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.
For more information on Tuition Protection Service visit: https://tps.gov.au

Payment method

Melbourne Trades College accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Melbourne Trades College)
- Payment in cash is discouraged.

Student Notifications

Melbourne Trades College will inform the students regarding any significant changes that may impact their studies. This is not limited to but includes the following:

- Change of Ownership of RTO (Registered Training Organisation)
- Change is engagement terms and conditions
- Change of delivery, Training, work placement or assessment location
- Information on regulated outcomes

Change of Ownership of RTO (Registered Training Organisation)

Melbourne Trades College will notify all learners, students and clients about the change of ownership taking place within 28 days of the change of ownership. The student support officer will also brief the students, learners and clients about the impact of the changes.

Legislative and Regulatory Responsibilities

Melbourne Trades College is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Melbourne Trades College has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Melbourne Trades College.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and includes the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to https://www.legislation.gov.au/Series/C2004A00757

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred as National Code 2018) is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. , kindly refer to https://www.legislation.gov.au/Details/F2017L01182

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- whether the entity is likely to disclose personal information to overseas recipients.

Privacy Statement

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information collected during your enrolment is done in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about you during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other

instances, information collected during your enrolment can be disclosed without your consent where the college is authorised or required to do so by the law.
You can access information collected from you on the application form and during your enrolment by contacting Student Administration at the college.

Under the Data Provision Requirements 2012, Melbourne Trades College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained during enrolment, USI and your training activity data) may be used or disclosed by Melbourne Trades College for statistical, regulatory and research purposes. Melbourne Trades College may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies.
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification and populating authenticated VET transcripts.
- facilitating statistics and research relating to education, including surveys.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.
NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), all the NCVER policies and protocols (including those published on NCVER's website atwww.ncver.edu.au).
If there are any queries about our college and courses, please feel free to contact us via phone, email or visit our college. The contact details are listed below.

Address: 73 Ashley Street Braybrook, Melbourne, Victoria, 3019
Phone: 03 7066 5255
Email: info@melbtc@vic.edu.au
Website: www.melbournetradescollege.vic.edu.au

Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on website www.melbournetradescollege.vic.edu.au ***for the most current information or speak to Melbourne Trades College's student's administration. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to Melbourne Trades College staff member for further details.***

Melbourne Trades College handles all superseded qualifications as per our Course Transition Policy and Procedures available from our website www.melbournetradescollege.vic.edu.au Information contained in this handbook might not be suitable for enrolment purposes however this information should be read in

conjunction with website. For more information, please speak to student's Administration officer at the reception of Melbourne Trades College.

Just Remember – when you think all is lost, the future remains.

Don't forget to contact us for any kind of support or help that you may need.

We are always there to provide support whenever required